

CTS Monthly Newsletter

{ April 2023 Issue }

HIGHLIGHTS

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4 Happy Easter Holiday Greetings

SAVE THE DATES

April 7: Good Friday

April 9: Easter

April 18: Tax Day

April 22: Earth Day

April 26: Admin. Professionals Day

April 28: Arbor Day

APRIL IS HERE!

We cannot believe that it's already Spring, blink and it seems just like yesterday and we were gearing up for Fall. If you live in Florida, then you know just a few weeks ago we were still experiencing Fall like weather. We've now moved on to sunny skies, beautiful spring flower blooms and a fresh air. This time of year always brings about a sense of hope, renewal, growth and positive change around us.

It's an exciting time in the WD arena as conference cycle is in full throttle and we are winding down the Program Year with only three months remaining, so much to do to ensure a successful program year closeout. In the same breath, many of you are planning for the new upcoming PY with anticipation and vigor. What changes will you be making, what technology and innovation will you be implementing? Have you recently polled your staff, businesses and job seekers to see what they want?

Our ATLAS team has you covered if you are looking for new and innovative ways to implement effective workflows, enhance customer engagement, increase performance, eliminate silos and reduce paperwork. Our team stands ready to assist you with ATLAS charting your strategic direction into the future. We are only a call or click away, so let's get started.

NAWB 2023

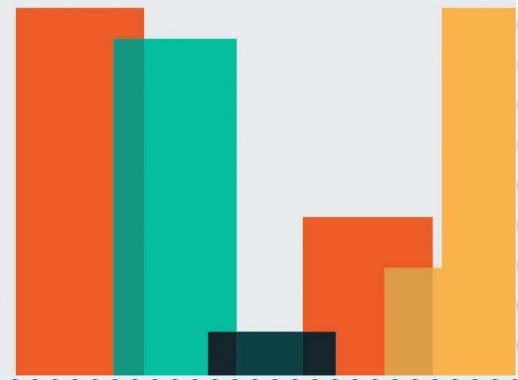
The Forum

Highlights

The Forum

March 25 – 28
Washington, D.C.
#NAWBForum23

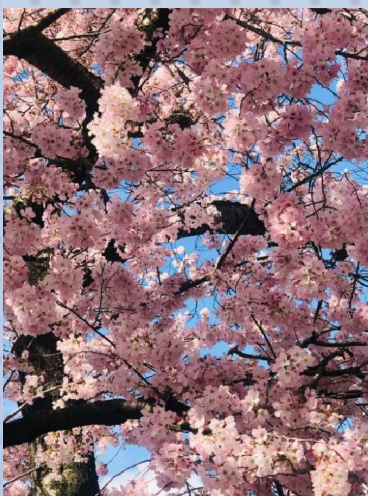
The Modern Workforce:
Leading by Example. Led by Purpose.



What a week in D.C. NAWB 2023 was definitely one for the record books, great to see so many friends, meet new WD colleagues and continue to learn from the best in the business!

The general sessions, pop up speakers and workshops were phenomenal. There were so many amazing workshops to select from - hearing from panelists, award winners, Ron Painter, Equus team and EPG Walter Simmons and Amanda Wagner just to name a few. The list goes on and on...from networking with new contacts, to friends from the past is always such a treat.

Great strategies and best practices were discovered during the few days together that will be shared with staff upon our return to the offices - thus multiplying the return and maximizing the benefit. The power of one is a mighty, contagious opportunity, when we take heed and share with others. I LOVE our WD community of passionate practitioners!

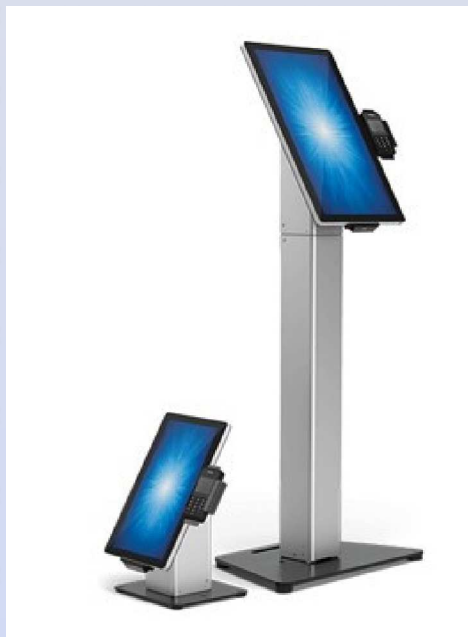


Kiosk Options

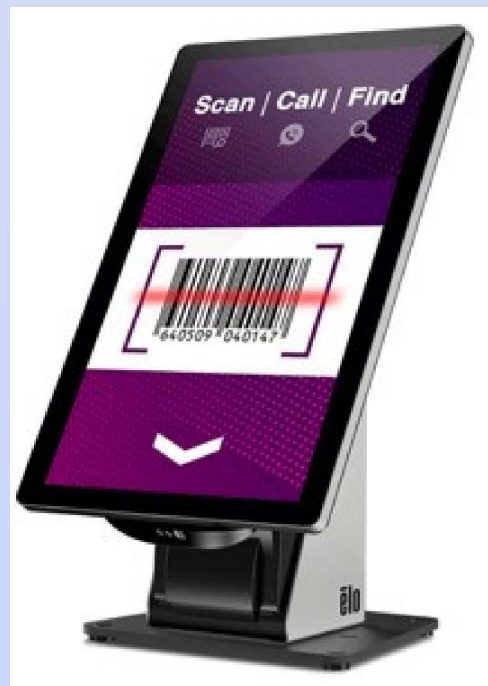
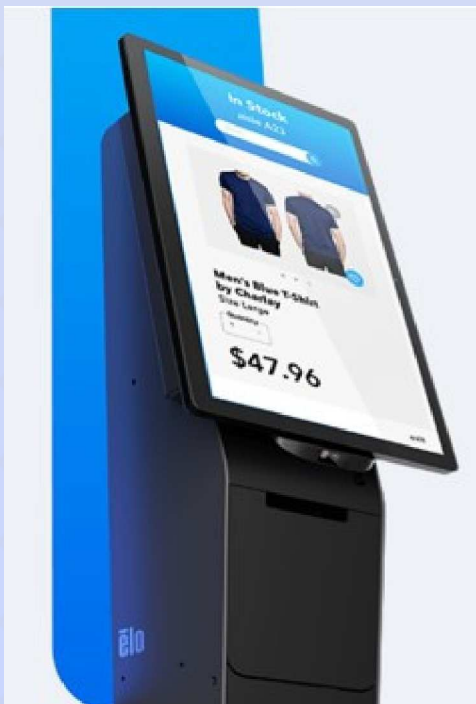
We've Got You Covered



You've requested, we've listened, researched and have some great options for you to consider to meet 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 2D bar code system to read 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 kiosks are all touchscreen so no more keyboards. We have desktop, floor stands, options with built in printers and handheld kiosks. Handhelds provide the versatility you will need, providing remote services, conducting outreach and recruitment etc.



If you want to schedule a meeting to learn more about these options or if you are ready to upgrade your existing kiosks, reach out so we can schedule a call.



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. 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.



98%

High Open Rate



**90
seconds**

Timely



89%

People cannot live without
their smartphones

ATLAS | ai also provides MMS campaigns for marketing and outreach, this will attract much more attention. Humans remember pictures better than other 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 customers 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|ai portal.

HAPPY EASTER



The CTS ATLAS family wishes
you and your team a very...
Hippty, Hoppty, Happy Easter!
Hoping Peter Cottontail visits
your workplace and home this
Easter. :)

