



SC Department of Employment and Workforce
NEWS RELEASE

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***** Media Advisory *****

The S.C. Department of Employment and Workforce is excited to formally introduce South Carolinians to our Chatbot feature. The Chatbot, loaded on the dew.sc.gov website, includes valuable information about the unemployment insurance process.

While the MyBenefits portal will always provide the most up-to-date information on a specific claim, the Chatbot has answers about what to expect during the claims process, the new federal programs being implemented through the CARES Act, and answers specific to the employer experience.

Some examples include:

- What do I do after submitting my claim?
- Can I file if I am self-employed?
- How do I answer the able and available question during COVID-19?

To activate the Chatbot, you will enter your name, email address and whether you are an individual, self-employed or an employer.

There are two user-experiences with the Chatbot:

1. You can select one of the automated most popular questions to read the answer.
2. You can type your own question to receive a variety of prompts and answers.

Not only that, the Chatbot is intuitive. It captures questions entered by users to build a repository of frequently asked questions, while agency staff also contribute the top Q&A they hear from customer engagement. These efforts will continue to make the Chatbot more robust, based off real-time interaction.

The Chatbot icon is located on the top right side of the dew.sc.gov website or in the menu of the dew.sc.gov mobile optimized version.

The Chatbot feature is just one of the many ways that the Department of Employment and Workforce is supporting the state during this critical time.

“Our agency is working around the clock to continue to build more resources for individuals and employers as they navigate the unemployment insurance system, many for the first time ever. We know the Chatbot feature will be an imperative tool for folks navigating our website for answers. We are getting ready to launch our second of three federal programs this week, Pandemic Unemployment



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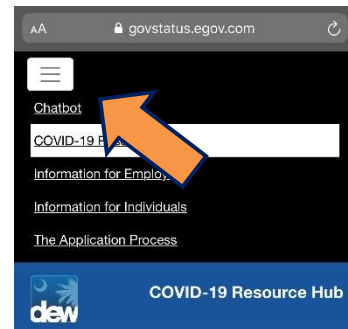
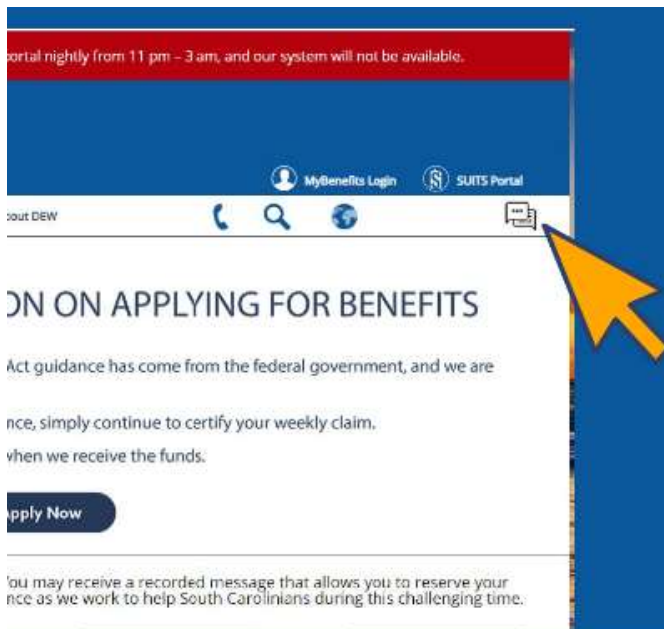
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Assistance (PUA), and to date we've paid out more than \$216 million in federal \$600 CARES Act funding to individuals. We are encouraged by the progress our state is making in providing critical funding to those who are in great need to keep the lights on and food on the table for their families. We have and will remain committed until our state's workforce is able to get back on their feet and return to their jobs," says Jamie Suber, Chief of Staff for the Department of Employment and Workforce.

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About the S.C. Department of Employment and Workforce

The S.C. Department of Employment and Workforce is putting South Carolinians to work. The agency has four missions: (1) workforce development; (2) free job match employment services; (3) unemployment insurance; and (4) labor market information. All four missions contribute to workforce development. The agency is dedicated to advancing South Carolina through services and programs that meet the needs of our businesses, jobseekers and those looking to advance their careers.



COVID-19, the CARES Act, and Unemployment Benefits

Unemployment Insurance (UI) is a nationwide program created to financially help eligible individuals (also referred to as claimants), who are unemployed through no fault of their own, while they actively search for new work.

The program allows UI recipients to maintain purchasing power, therefore, easing the serious effects of unemployment on individual households.

