

**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

<b>ID/No:</b>	WD 04-20
<b>Date:</b>	March 12, 2020
<b>Keyword:</b>	WorkInTexas.com
<b>Effective:</b>	September 1, 2020

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Offices  
Integrated Service Area Managers



**From:** Courtney Arbour, Director, Workforce Development Division

**Subject:** **Virtual One-Stop Greeter in the New WorkInTexas.com System**

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on the new WorkInTexas.com Virtual One-Stop Greeter (Greeter), which replaced the Workforce Center Customer Tracking (WCCT) system.

**RESCISSIONS:**

WD Letter 12-10

**BACKGROUND:**

In 2016, the Texas Workforce Commission (TWC) convened a task force, which included Texas employers, to establish priorities for a new WorkInTexas.com system.

WorkInTexas.com will be updated with additional functionality to replace the WCCT system interface and is scheduled for release in March 2020, offering Boards a statewide, integrated solution for tracking services for customers who visit Workforce Solutions Offices.

The Greeter interface:

- provides a tool for Boards to record customer information during Workforce Solutions Office point-of-entry visits;
- provides Boards with the ability to quickly identify priority of service veterans who are registered in WorkInTexas.com;
- allows Boards to designate a selection of Workforce Solutions Office staff members to be alerted via an Office Check-In Log dependent on customer visit reasons;
- allows Workforce Solutions Office staff members to view customer information via the Office Assisting Log screen, including appointment time and assigned Workforce Solutions Office staff member name;

- adds customers to a waiting list upon sign-in at Workforce Solutions Offices and notifies staff that a customer is waiting to be seen via an instant pop-up alert and/or email;
- provides reports identifying how customers and/or staff are using the Greeter interface with up-to-date data and metrics; and
- allows Boards to customize Workforce Solutions Office visits reasons above and beyond TWC state-level configured defaults.

The Greeter virtual one-stop interface is designed to be easy for customers to use and to allow customization by Boards via the Visitor System Configuration and Administrative System options.

**PROCEDURES:**

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

**NLF:** Boards must implement the Greeter interface to:

- manage visit reasons via the Visitor System Configuration; and
- use state-level defaults.

**LF:** Boards may configure or customize visit reasons by adding to the state-level defaults. See state-level defaults in Attachment 1.

**NLF:** Boards must refer to the VOS Staff Guide Chapter 27: Manage Visitors Virtual One-Stop.

To access the VOS Staff Guide, staff members must:

1. log in to WorkInTexas.com with their staff ID;
2. on the left navigation menu, scroll down to the Other Staff Services section;
3. select Staff Online Resources;
4. select User Guide for Staff; and
5. scroll down and select Section 27: Manage Visitors.

Alternately, the guide can be accessed at [VOS Staff Guide Chapter 27: Manage Visitors Virtual One-Stop](#).

**INQUIRIES:**

Send inquiries regarding this WD Letter to [wfsupportdesk@twc.state.tx.us](mailto:wfsupportdesk@twc.state.tx.us).

**ATTACHMENT:**

Attachment 1: Greeter State-Level Defaults: Visit Reasons

**REFERENCES:**

None