RSI

RSI UI Inform Customer App

Reduce your call volumes quickly and easily with RSI's mobile app

Adapting to a Mobile First Environment

To meet changing expectations, mobile must be an integral part of the unemployment insurance claimant customer experience. To be on top of your digital transformation in today's world, a seamless mobile experience is imperative.

So where do you begin? The RSI UI Inform Customer App can help you engage better with your claimants across all major mobile platforms. The RSI Unemployment Mobile Platform is a claimant engagement mobile application for the unemployment insurance market.

Labor Agencies can leverage this technology to provide real time updates to claimants on the status of claims, benefits, payments, or processing delays. Claimants will be immediately notified as their information is processed and will no longer feel left in the dark about their benefit status, resulting in far fewer telephone calls to the agency call center.

Traditionally, agencies require claimants to proactively check a web site, chat with a portal bot, make a phone call to the call center or engage with an IVR solution. With a mobile experience, alerts and notifications are delivered directly to the claimant as and when they are processed, resulting in instant awareness of their situation and the confidence that the agency is working on their behalf and reduces need to call the agency.

Reduce your call volumes with the RSI UI Inform Mobile App

With the introduction of smart phone technology, more and more people rely on their phones almost exclusively for their day to day computing needs. The mobile phone is a personal device which is ideal from a security perspective.

Gartner studies indicate that more than 50 percent of users will go to a tablet or smartphone first for all online activities. A mobile app provides agencies the ability to reach and engage claimants by putting information into their pockets and communicate to them about activities through their mobile account notifications. Mobile apps can also be used to broadcast agency news to mobile users including FAQs, office closures, or recent policy changes such as an extension of benefits.

"If government wants to meet its citizens where they are, it should deliver services via mobile."

Government Technology

RSI UI Inform Customer App
Engaging your constituency where they are - on their mobile device

The Labor Agency Case for a Mobile App

Offering your claimants the RSI UI Inform Customer App to make their claims and interact with your agency will reduce call volumes. Meanwhile, your agency is able to provide real time updates on claim status, benefit payments and other important updates which will result in an improved claimant experience.

Mobile Platform Functionality

Robust mobile notifications for account activities highlights include:

- Claim Status
- Payment Status
- Address changes
- Bank Account changes
- Exception Situations
- Processing Holds
- Reminders for Weekly Claim filing
- Stimulus benefits explanation
- Ability to broadcast news through mobile notifications. This will mean more claimant engagement and communication.
- Works with any administrative system
- Highly secure. Security is inherently built into the application architecture.
- Mobile specific security controls are implemented based on OWASP mobile security recommendations.
- All communication is over HTTPS and is always encrypted.
- All mobile data is tokenized so that no FTI or PII is on the mobile application nor on the cloud.
- User authentication using Google secure Firebase Authentication*.
- Mobile APIs are secured with OpenID Connect authentication protocol.
- Highly scalable mobile back end
- Customized look and feel of the app – branded for your agency in the App store.
- Minimal agency staff required for implementation
- Flexible pricing

UI Inform Customer App Key Benefits

- Reduce calls into your center
- Mobile notifications for claim status, delays, address change, payment issued, etc.
- Highly secure
- Highly scalable
- Customizable look, feel and notifications

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*Firebase Authentication https:/firebase.google.com/docs/auth, integrates tightly with other Firebase services and leverages industry standards like OAuth 2.0 and OpenID Connect.

ABOUT RSI

RSI's mission is to streamline government operations and improve citizen services through the delivery of transformative technologies.

Federal, State and Municipal government agencies rely on RSI's extensive expertise in business and technical domains. With a dedicated team of full-time business and information systems consultants and a suite of software solutions, RSI is one of the largest organizations of its kind dedicated exclusively to government. RSI provides solutions to tax, labor and child support agencies. RSI's solutions have generated more than $2 billion in increased revenue for clients.

CONTACT US

For more information on our tax, unemployment and related services and solutions, visit us at www.RSIdelivers.com or email info@RSImail.com or call 1-888-826-1541.