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NMDWS Administration Continues to Improve Toll Free Unemployment Insurance System *Call Back Option Added*

(Albuquerque) - The New Mexico Department of Workforce Solutions has launched a “call back” function (called virtual hold) to the toll free Unemployment Insurance telephone line.

The toll free number, 1-877-NM-4-MY-UI (1-877-664-6984) which is available in English and Spanish, was launched in March 2010 to improve service to the thousands of unemployed New Mexicans.

“We have worked diligently to continue to enhance the unemployment insurance system and to make reaching the Unemployment Insurance Call Center easier,” said Ken Ortiz, Cabinet Secretary, New Mexico Department of Workforce Solutions. “The self service, toll free phone line now has a call back feature, so our customers do not need to stay on hold but can choose to have us call them back.”

The department has been testing a “virtual hold” system for several weeks. This system is now incorporated in the existing toll free, self service option, and allows the customer a choice to stay on hold or have the department call them back in a set amount of time, essentially holding the customer’s place in line without keeping them tied to a phone.

The call back function was launched December 22. This is the latest feature installed to the Unemployment Insurance toll free, self service line. This feature accompanies the other elements like PIN (personal identification number) reset, claim status check, weekly certification, filing an appeal, as well as, reaching a department Customer Service Representative.

The toll free, self-service environment is available 24-hour a day and offers 999 incoming lines; these additional lines make it easier for claimants to contact the department and conduct unemployment insurance business without having to speak to a Customer Service Representative.

The new “call back” service will be available Monday – Friday from 7 a.m. – 3 p.m.

The New Mexico Department of Workforce Solutions still encourages claimants to continue to file new claims and perform weekly certifications through the website at www.dws.state.nm.us. Claimants who do not have access to a computer can visit one of the twenty six New Mexico Workforce Connection Centers statewide or a public library in their community and utilize computers for free. Locations of New Mexico Workforce Connection Centers are also available on the home page of the department website.

These changes are the part of the continuing efforts of the department to meet the needs of its customers and have been made available from American Recovery and Reinvestment Act funds.

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