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PRESS RELEASE

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New Chatbot Available to Unemployment Insurance Claimants

CARSON CITY, NV – Effective immediately, claimants using the [Unemployment Insurance Filing System](#) should expect to see a new chatbot.

The chatbot will help answer questions, simplify complex language and help users understand unemployment programs. The feature will be available on the bottom right corner of the “For UI Claimants” tab in ui.nv.gov (example attached).

“The chatbot will allow more people to receive their benefits in a timely manner and reduce the number of calls at our call centers,” said Employment Security Division Deputy Administrator Nancy St. Clair. “While it will not look up specific claim information, it will make the experience much easier for those looking for help.”

This resource will help claimants navigate through the unemployment process and increase application accuracy.

DETR’s Unemployment Insurance Support Services (UISS) will monitor questions received, helping the division understand the equity challenges that need to be addressed through customer feedback.

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ABOUT DETR:

The Department of Employment, Training & Rehabilitation (DETR) is the state’s lead workforce development agency. It consists of divisions that offer workforce related services, job placement and training, services for people with disabilities, investigation of claims of discrimination, unemployment insurance benefits, labor market data and more. Many of these services are provided through EmployNV Career and Business Hubs and in cooperation with its community partners.