GenAI Call Summary Assist – County Readiness Checklist

1. Staff Engagement and Training

- ☐ Communicate County Business Processes and Decisions to relevant staff.
- ☐ Identify GenAI Summarization SME (Subject Matter Expert).
- ☐ Assign County Trainers for implementation support.
- ☐ Select User Acceptance Testing (UAT) participants (include multilingual staff where applicable).

2. Queue Selection

- ☐ Phase 1: Identify an English call queue for initial deployment.
- ☐ Phase 2: Identify additional call queues, including supported languages (English and Spanish as of 6/25/2025).

3. Dictionary Updates

- ☐ Identify commonly misheard terms.
- ☐ Create a list of commonly used place names in your county.
- ☐ Ensure accurate transcription by including pronunciations.

4. Stakeholder Engagement

- ☐ Engage with labor groups regarding GenAI deployment.
- ☐ Inform and train Agents and Supervisors.
- ☐ Prepare Helpdesk and Support teams to handle Gen AI Summarization related inquiries and tickets.

5. Best Practices Document

- ☐ Develop and distribute a Best Practices guide.