Appendix C
Contact Center Updates

Contact Center – Call Summarization

Rollout Groups

Group 1 (Complete)	Group 2 (Complete)	Group 3 (Complete)	Group 4 (Dec-Feb)
• Contra Costa • Orange • Marin • San Mateo • Monterey • Santa Clara • Santa Cruz • Sacramento • San Francisco • Solano	• Fresno • Stanislaus • Kern • Kings • San Bernardino • San Luis Obispo • Santa Barbara • Ventura	•Sonoma •Yolo •Sutter •Tulare •Yuba •Butte •Humboldt •Shasta	•Alameda •Merced •Riverside •San Diego •Los Angeles

Metrics Since Launch

Results from April 10th to Oct 31st – 20 Counties in the Metrics – 23 Counties Live

Key Performance Metrics

Since Launch
4/10/26 Forward

575,175	3.89	100%
Summaries Generated Since Launch	Avg Generation Time (Seconds)	% Generated within 60 seconds

Percentage Time Reduction

20%	13%
Reduction in ACW	Reduction in AHT

Percentage of Content Unedited

84.41%
Call Summary Content Unedited

Observations/Notes

After Call Work (ACW) and Average Handle Time (AHT) are expected to fluctuate widely as new Counties implement the functionality.

Call Summarization

Project Watch Items

Change Management and Non-Technical

- **County Readiness**
  - See activities for pre-work in the "County Readiness Activities" area of this slide
- **Material/Session Verification**
  - Review of materials (training, readiness, etc.) and sessions post pilot and following waves for improvement as needed

Technical

- **Successful Pilot Completion - COMPLETE**
  - Functionality as expected (Based on errors identified and/or significant editing by a large number of agents)
- **Performance - COMPLETE**
  - Summaries are generated in the expected time

County Readiness Activities

1. Determine if your County has an applicable AI policy and, if so, what information is needed to verify acceptability
2. Consider union related activities, if applicable, and what information is needed to support these communications
3. Consider your testing strategy including roles (agents, supervisors, bilingual, etc.)
4. Begin determining your training and communication plan using the following available materials:
   - Design document
   - Training materials
   - Frequently asked questions
   - Demo videos
   - Readiness checklist

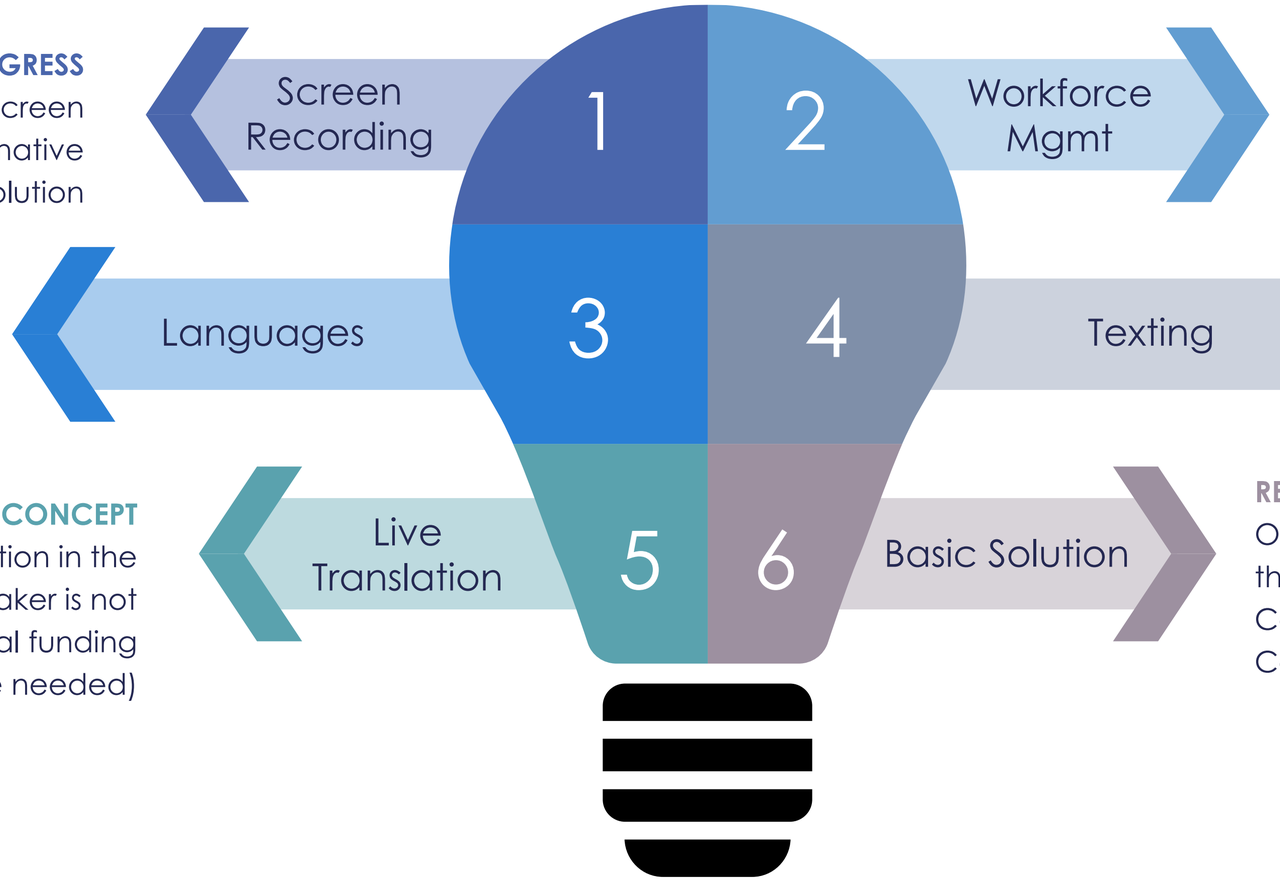
Contact Center

What's Next

IN PROGRESS
Replace current screen recording with AWS native solution

PENDING PRIORITIZATION
Add additional languages to call summarization

PROOF OF CONCEPT
Incorporate live translation in the event a native speaker is not available (Additional funding would be needed)



IN PROGRESS
Replace current workforce management solution eliminating individual Calabrio licenses

PILOT
Provide texting options related to customer callback updates (County purchase for Counties opting in)

RESEARCH
Offer a basic contact center solution that is a more viable option for some Counties (County purchase for Counties opting in)