

The background features a dark navy blue field with abstract, overlapping shapes in vibrant magenta and deep red. Two thin, light blue lines intersect diagonally across the upper right portion of the image. The text is positioned on the left side.

AWS re:Invent

DECEMBER 2 – 6, 2024 | LAS VEGAS, NV

WPS322

Driving transformation for California's workforce

Nancy Farias

Director
California Employment
Development Department
(EDD)

Ron Hughes

Project Director
California EDDNext

Tony Driver

Principal Account Manager
Amazon Web Services

Chris Carter

Amazon Connect Specialist
Amazon Web Services



Agenda

1. Introduction – Tony Driver
2. California EDD's mission and goals – Nancy Farias
3. California EDDNext modernization – Ron Hughes
4. Integrated Contact Center demo (Amazon Connect) – Chris Carter
5. Architecture review

California EDD's mission and goals

Nancy Farias, Director

California Employment Development Department (EDD)

EDD: A stabilizing force in California

Our mission

Enhance California's economy by providing innovative services that adapt to the changing needs of employers, workers, and job seekers

- ➔ Provide **unemployment (UI) and disability benefits (DI)** for workers experiencing setback
- ➔ Help workers spend quality time with family through **paid family leave (PFL)**
- ➔ Strengthen workforce through **federal development programs**
- ➔ Connect job seekers with **potential employers**
- ➔ Collect **payroll taxes** and help businesses on labor laws

EDD helps millions of employers and workers

- 10 branches and 225 locations statewide with ~10,000 employees
- UI and DI programs serve ~15 million Californians annually
- Second largest tax collection agency in the US, collecting \$110B+ annually
- Processes over 130 million paper documents annually
- Multilingual call center agents (eight languages) and 100+ languages with free interpretation

Modernize to improve customer service



Hundreds of improvements already

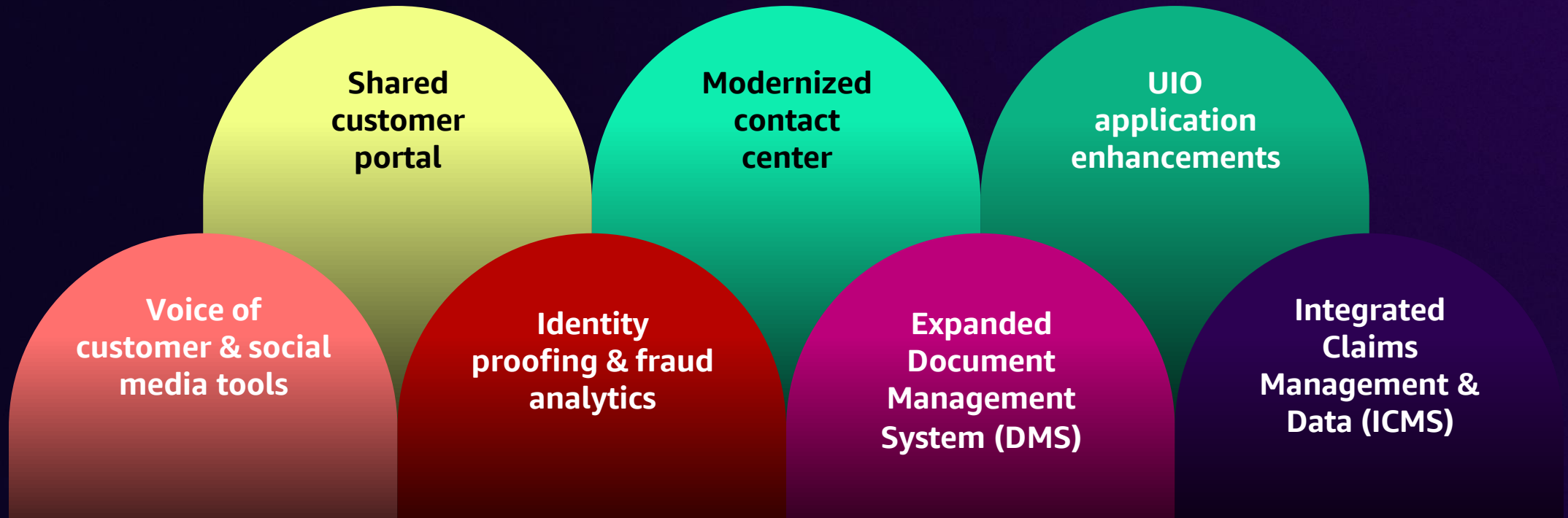
- Helped **2 million customers** avoid call centers by resetting their own passwords with myEDD
- **500,000+** new direct deposit customers
- **78 percent** satisfied customers – **up 11% since 2022**
- Helped **35,000+ customers** resolve eligibility cases online in days, often without needing an agent

California EDDNext modernization

Ron Hughes, Project Director
California EDDNext



How we are modernizing EDD



Transformation Office

Continually improving customer service

2022

- Project team
- Customer experience
- Customer research

2024

- **DI Contact Centers on Amazon Connect platform**
- **Started DMS modernization on AWS**
- **Migrated EDD's Accounting and Compliance Enterprise System (ACES) to AWS**

2023

- myEDD
- Language resources
- Electronic eligibility questionnaires
- Social media management

2025

- **Contact Center upgrades and live chat**
- Frictionless ID proofing
- Award contract for ICMS

2026+

- **Modernized omni-channel contact center**
- **Modernized DMS**
- **Implement new ICMS solution for UI, DI, and PFL**

Integrated Contact Center – Amazon Connect



➔ Amazon Connect platform and Salesforce

➔ Contact center improvements

- Virtual hold with estimated wait time
- Claimant authentication
- Interactive IVR (voice)
- Dashboards and reporting
- Chatbot
- Self-service functionality (e.g., claim status)

➔ Coming next

- Multilingual live chat
- Roll out platform to UI and Tax

Integrated Contact Center – Amazon Connect

Scalable

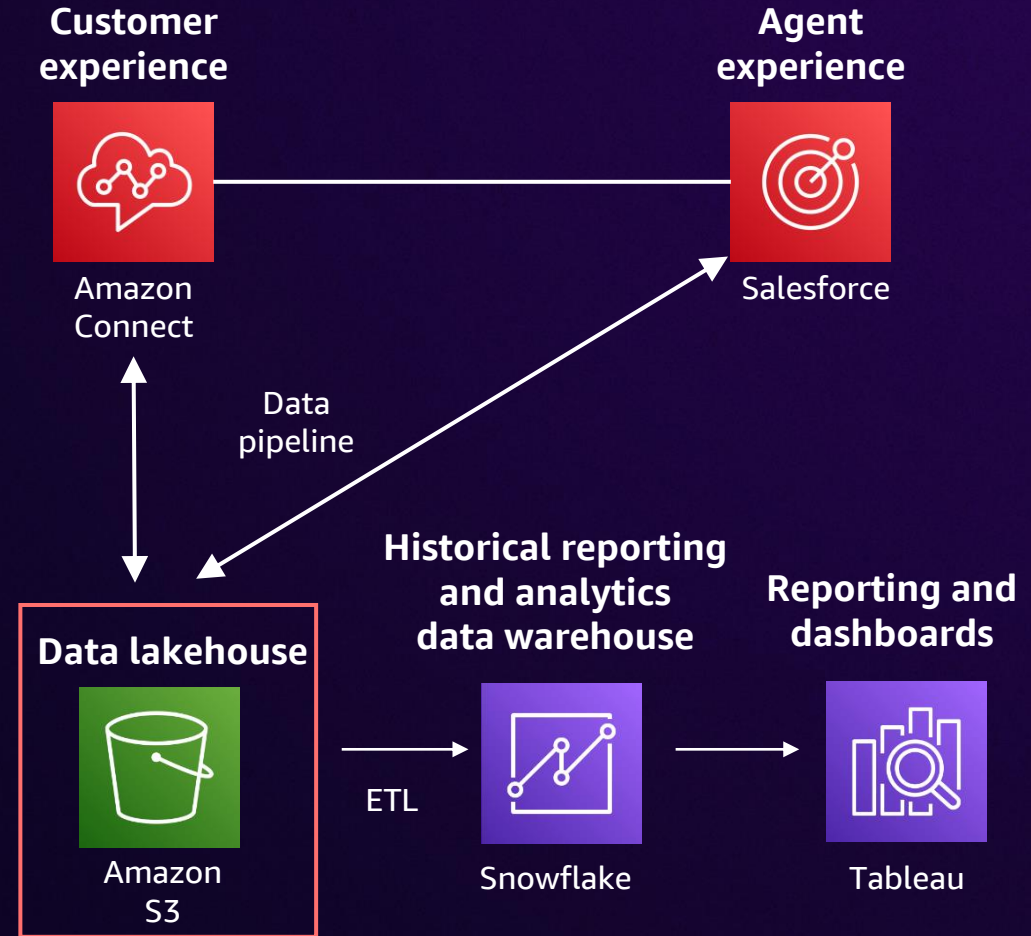
Scale resources as call volumes change

Redundant

Disaster preparedness

Adaptable

Evolve in response to customer needs



Modernizing document management on AWS



- ➔ IBM Filenet + IBM Datacap + Mavro Remittance + Revielle Monitoring on AWS
- ➔ Replace 25-year-old document management system processing 130+ million documents:
 - Enhanced lifecycle management of images, documents, and digital content
 - Efficient content management and collaboration, hosted in multiple AWS Availability Zones
 - Improved data capture using latest AWS OCR/ICR, and AI/ML technologies

EDD document management on AWS

Scalable

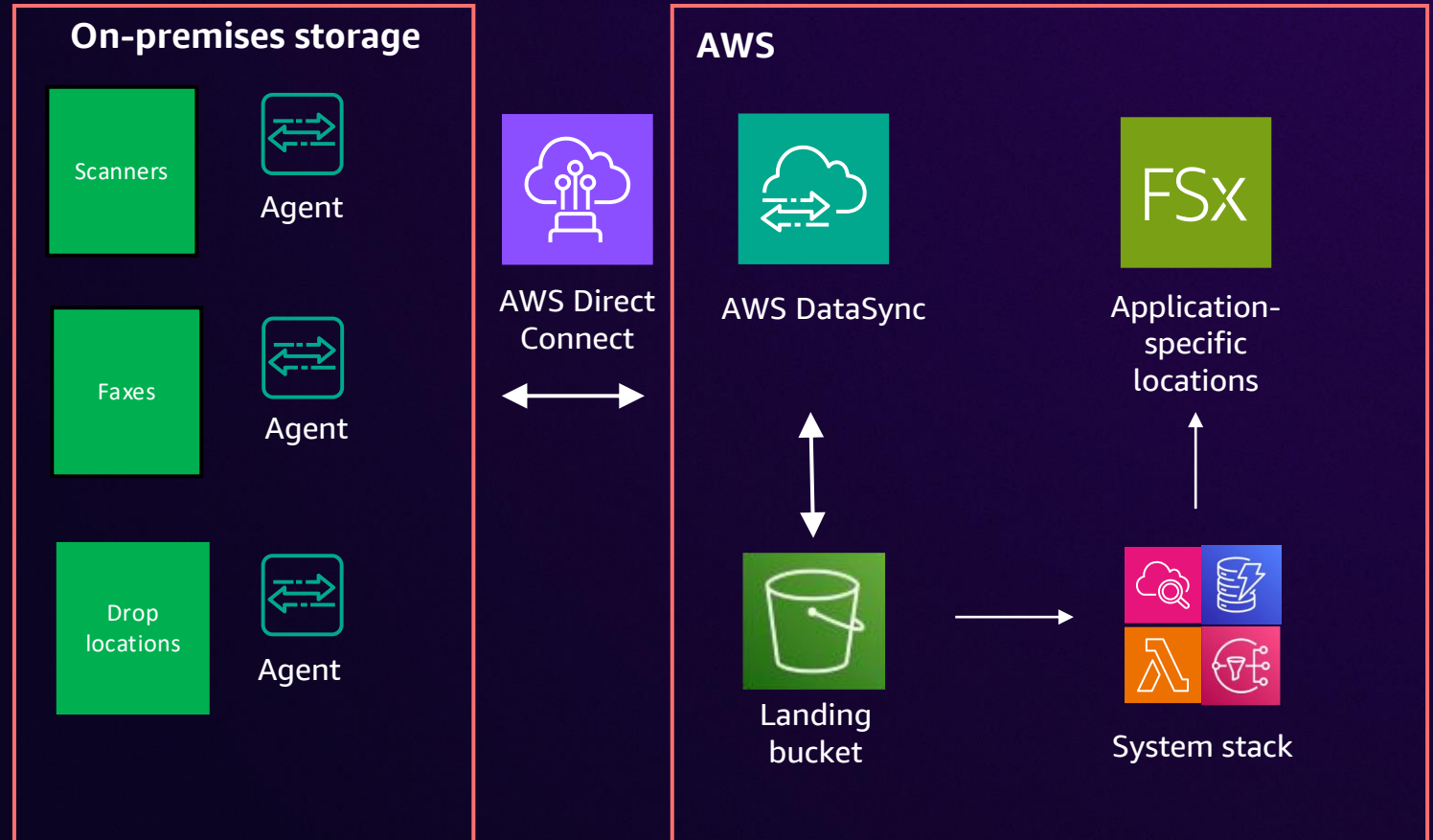
Scale up as document volumes grow

Reliable

Multi-zone hosting boosts security and speed

Efficient

Easy server management, less administrative tasks



Future: Integrated Claims Management System

ICMS REVOLUTIONIZES EDD'S CLAIMS PROCESSING SYSTEM



Shift to a scalable, cloud-based infrastructure



Improve all aspects of disability, unemployment, and paid family leave claims processing

Integrated Contact Center demo

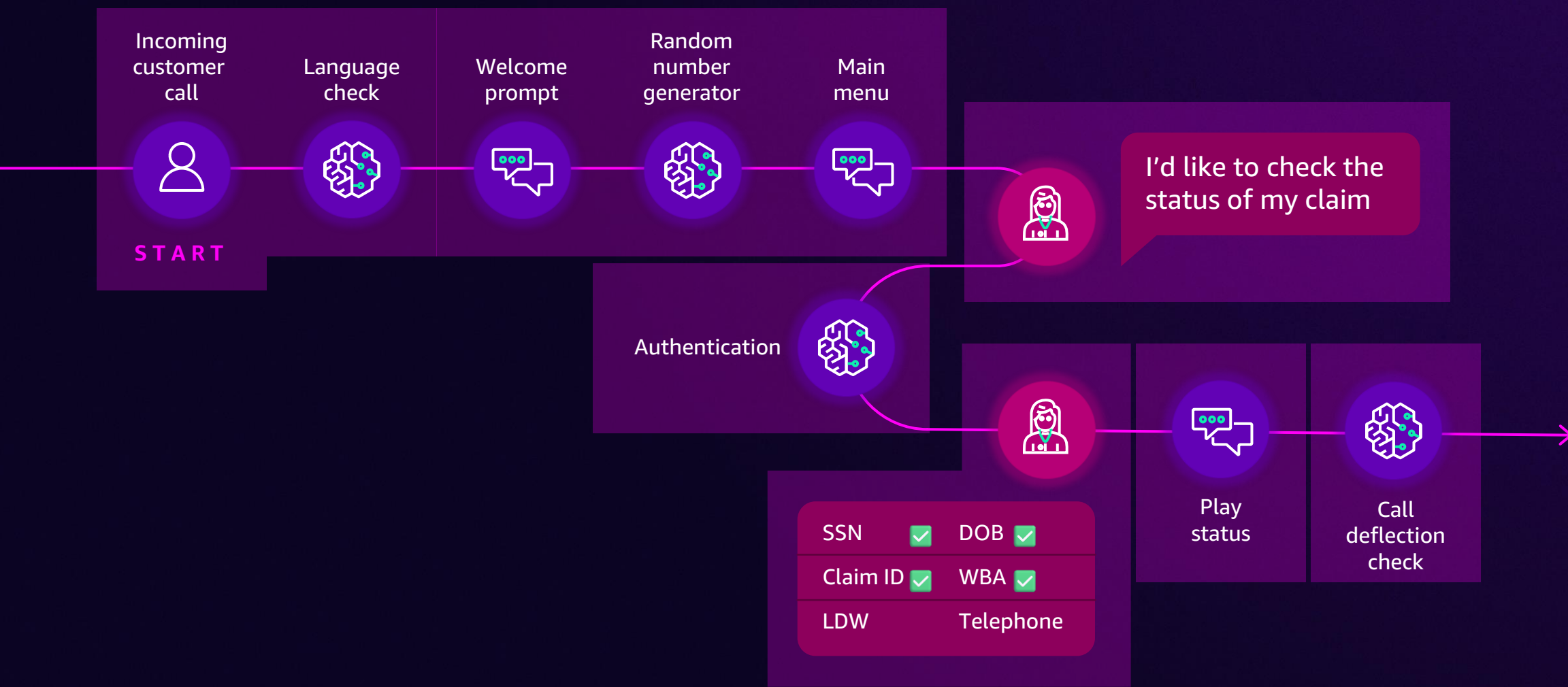
Multilingual claimant IVR and self-service experience

Agent/Supervisor experience



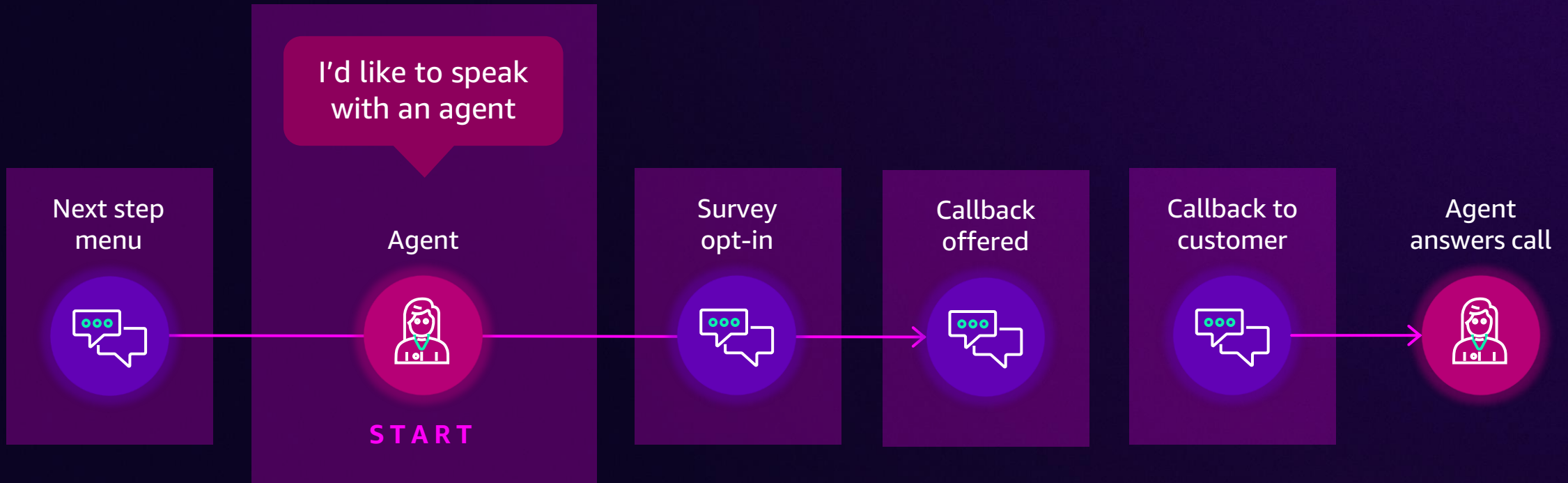
Disability insurance inbound voice call

SELF-SERVICE CLAIM STATUS



Disability insurance inbound voice call (cont.)

TRANSFER TO AGENT





Recommended Disposition Code

Technical Support

Queue Name : DI_ENG

Phone

Available

00:53 Connected call

Hold Unmute

Number pad

Quick connects

End call

Information Provided by Customer		
	IVR	Verified ?
Full Name	John Smith	
Social Security Number (SSN)	222101103	✓
EDD Client Number (ECN)		
Claim ID Number	DI2000001283	✓
Last Day Work (LDW)		
Date of Birth (DOB)	12011990	✓
Weekly Benefit Amount (WBA)	\$1275.00	✓
Phone Number		✗
Language Preference	English	

Authentication Pass: ✓ Yes

Claim and Payment Information	
Claim Stage	Continued Claim
Claim Status	Processed
Last Payment Issued Date	09/10/2024
Last Paid Amount	\$2367.86
Last Payment Period	1/8/2024 - 1/20/2024
RemainingBalance	\$63932.14
Base Period (BP) Start and End Dates	10/2022 - 09/2023
Maximum Benefit Amount (MBA)	\$66300
RecoveryDate	
ReturntoWork (RTW) Date	

Call History

No Call History Found

Amazon Connect Links

- My Metrics
- RTM Monitor and Barge-In
- Scheduling
- Work Schedule
- CMO - Outbound Call
- All Call Recordings
- Shared Call Recordings

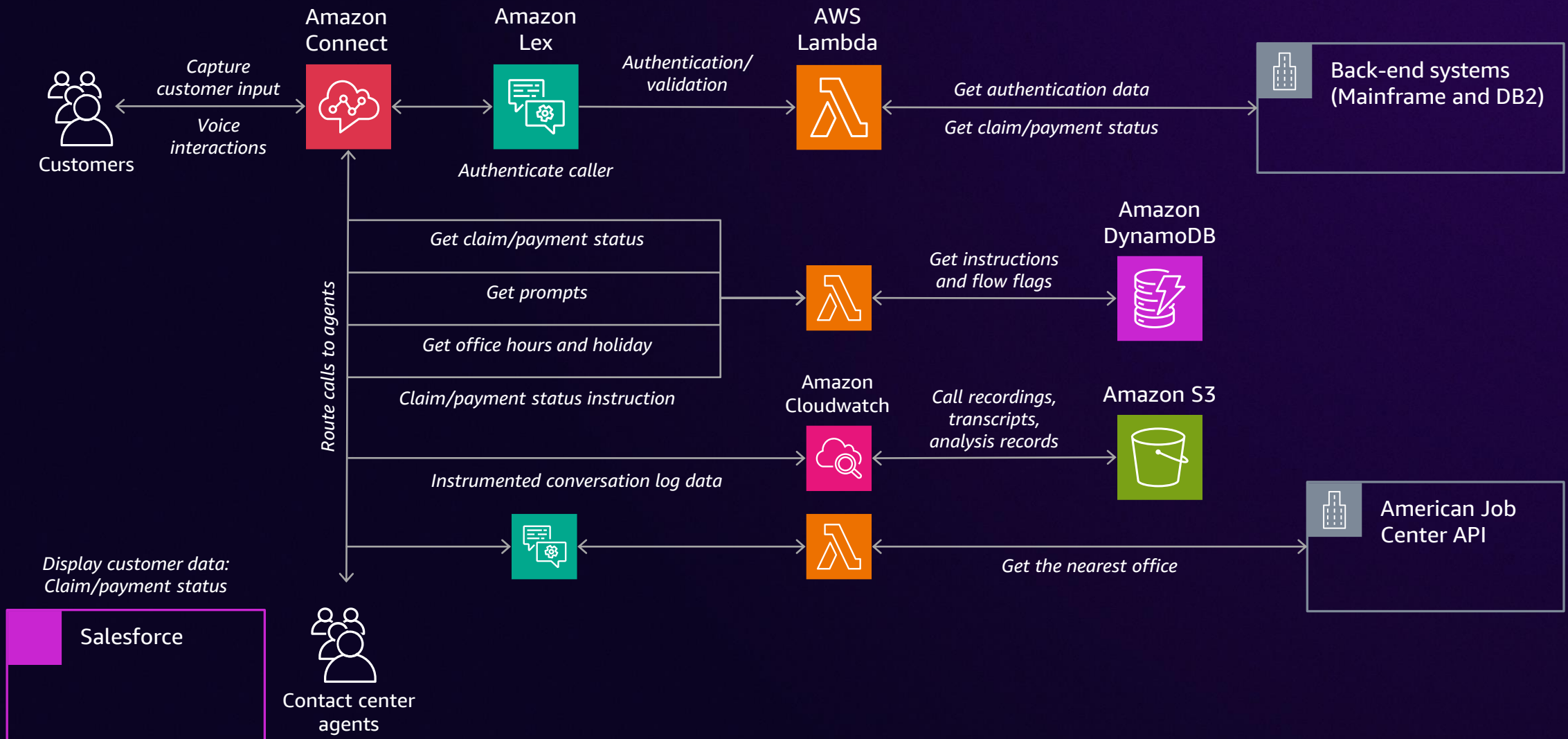
Knowledge Management System

Technical Support

Search

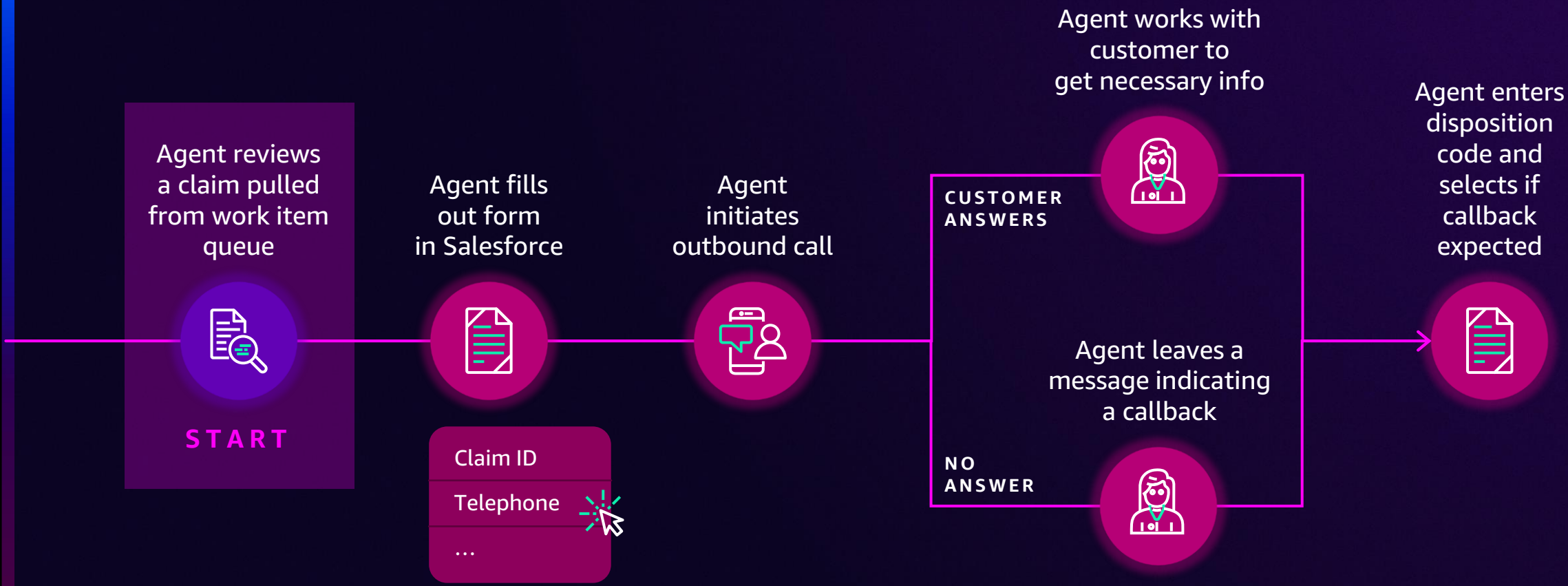
- Articles**
- Help Desk support disposition codes
 - myEDD staff VCC disposition codes
 - Business lines
 - Entering VCC disposition codes
 - Verifying claimant registration BPO
 - Assisting migrated customers forgot password myEDD
 - CSC/CMO staff VCC disposition codes
 - BOX 2A - HOME PAGE - DO NOT DELETE OR EDIT WITHOUT AUTHORIZATION
 - Managing CC form attached to wrong claim

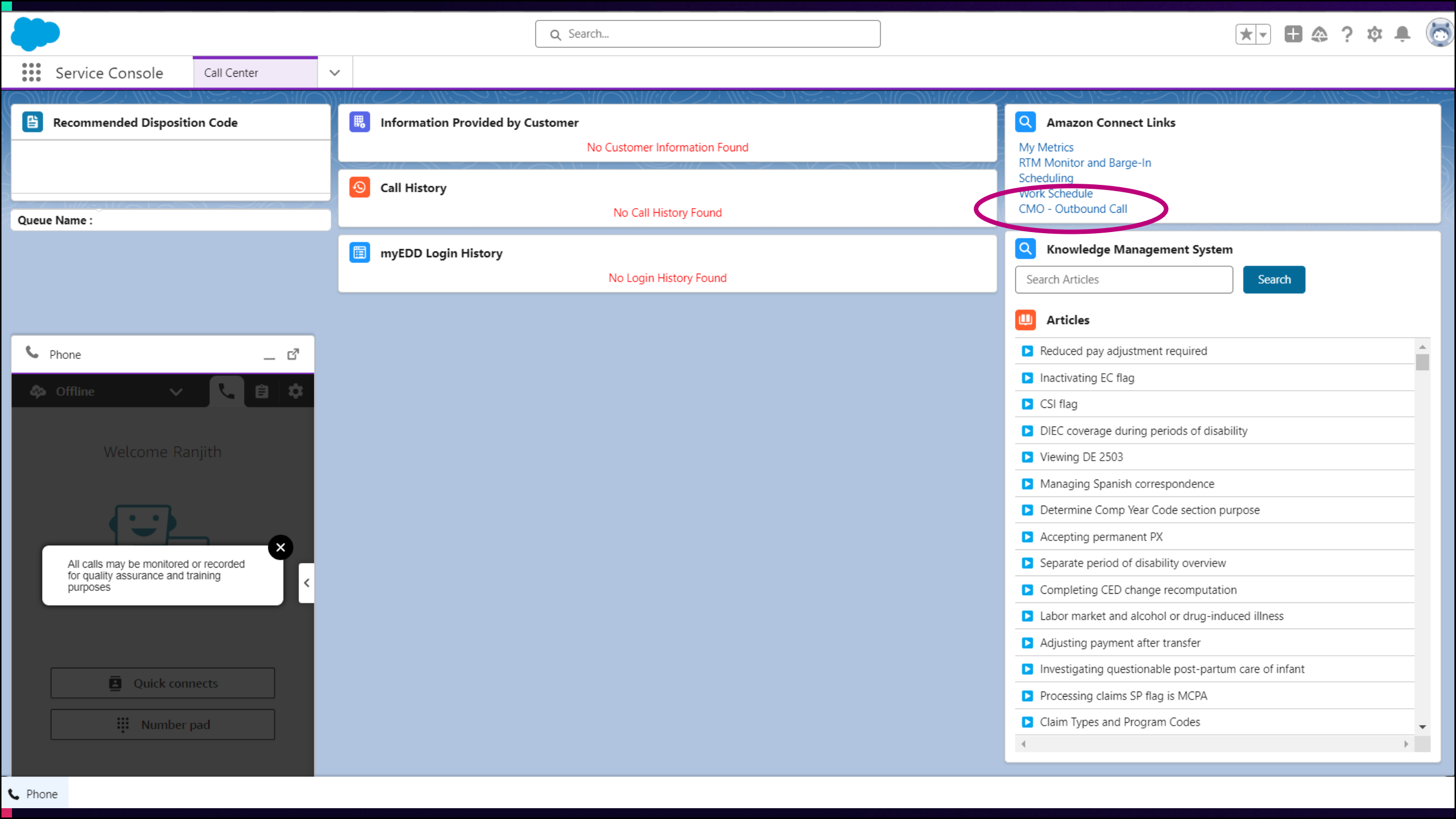
Self-service architecture review



Claims management outbound voice call

DETERMINATION





Recommended Disposition Code

Queue Name :

Information Provided by Customer

No Customer Information Found

Call History

No Call History Found

myEDD Login History

No Login History Found

Amazon Connect Links

- My Metrics
- RTM Monitor and Barge-In
- Scheduling
- Work Schedule
- CMO - Outbound Call

Knowledge Management System

Articles

- Reduced pay adjustment required
- Inactivating EC flag
- CSI flag
- DIEC coverage during periods of disability
- Viewing DE 2503
- Managing Spanish correspondence
- Determine Comp Year Code section purpose
- Accepting permanent PX
- Separate period of disability overview
- Completing CED change recomputation
- Labor market and alcohol or drug-induced illness
- Adjusting payment after transfer
- Investigating questionable post-partum care of infant
- Processing claims SP flag is MCPA
- Claim Types and Program Codes

Phone

Offline

Welcome Ranjith

All calls may be monitored or recorded for quality assurance and training purposes

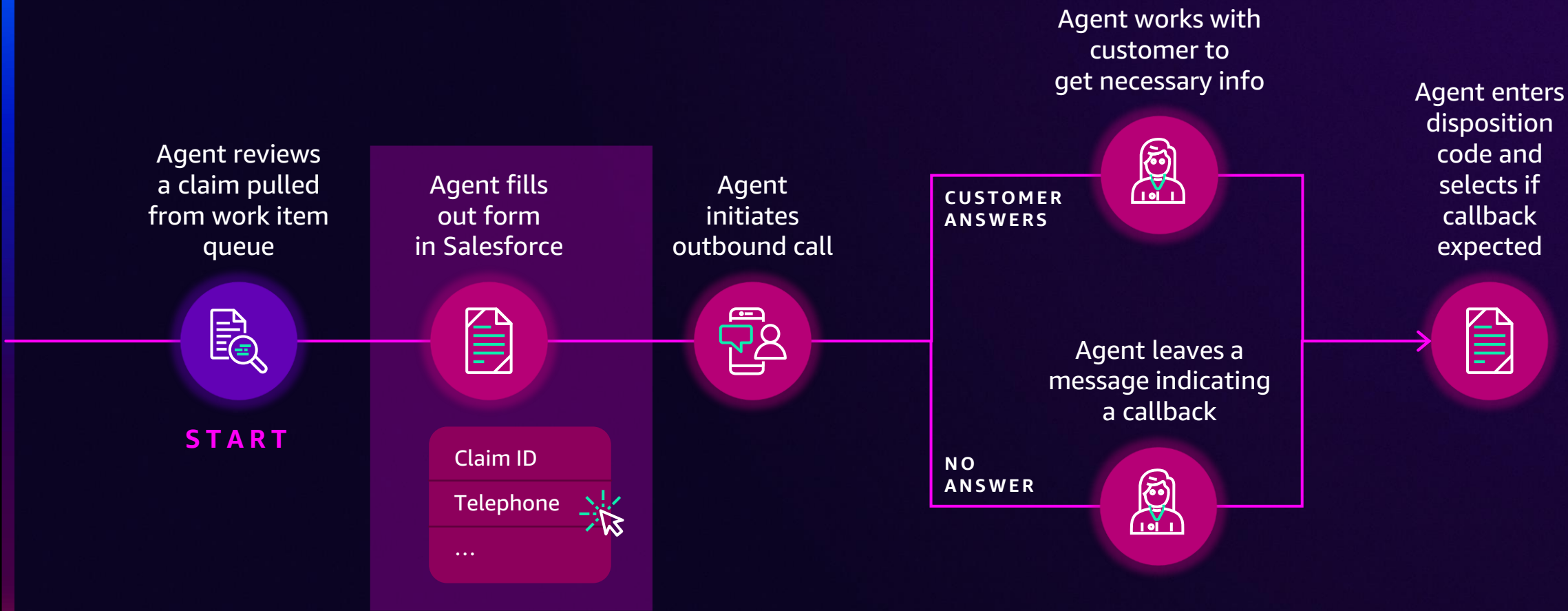
Quick connects

Number pad

Phone

Claims management outbound voice call

DETERMINATION



CMO - Outbound Call

Claim ID Number

* Phone Number

* Language Preference

English

▼

* Reason For Call

Claimant

▼

Cancel

Save



Search...



CMO - Outbound Call

Claim ID Number

* Phone Number

* Language Preference

English

* Reason For Call

✓ English

Spanish

Cancel Save



Search...



CMO - Outbound Call

Claim ID Number

* Phone Number

* Language Preference

English

* Reason for Call

Appeals

- ✓ Appeals
- Claimant
- Counter Calls
- Employers
- Heir / Authorized Rep
- IME
- Overpayments
- Physician / Practitioner

Cancel

Save



Phone



Search...



CMO - Outbound Call

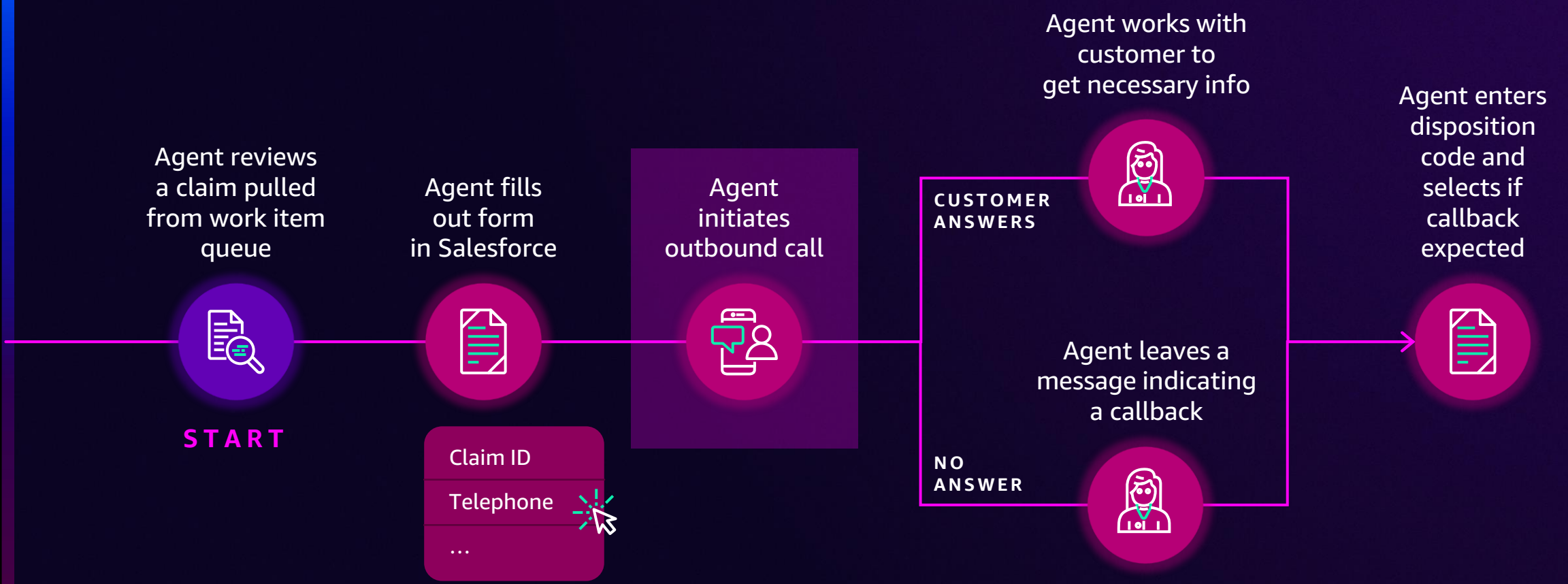
Claim ID Number	<input type="text" value="DI123456789"/>
* Phone Number	<input type="text"/>
* Language Preference	<input type="text" value="English"/>
* Reason For Call	<input type="text" value="Other"/>
* Other Reason For Call	<input type="text" value="Test"/>

Cancel

Save

Claims management outbound voice call

DETERMINATION






Search...



All calls may be monitored or recorded for quality assurance and training purposes

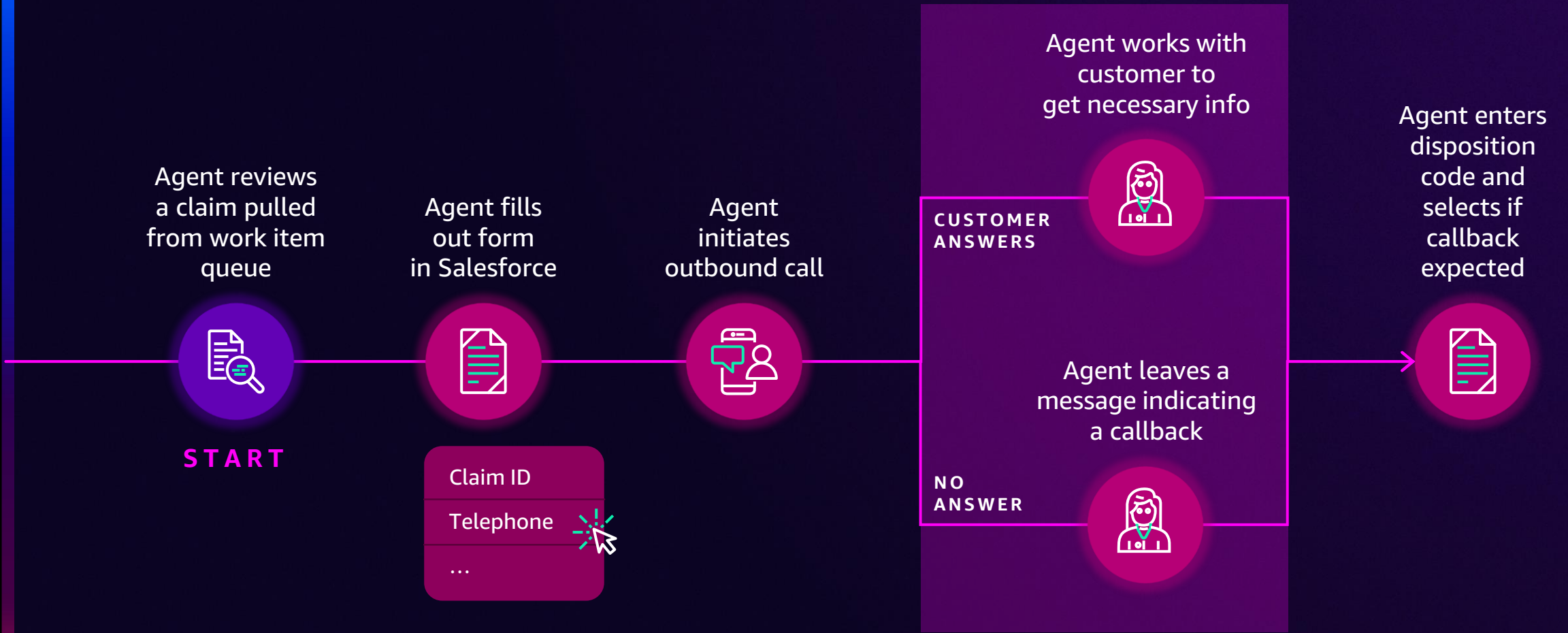
Call Request Details

Claim ID Number	D1123456789	
Phone Number	 	
Language Preference	English	
Reason for Call	Other	
Other Reason for Call	Test	

Phone

Claims management outbound voice call

DETERMINATION





Service Console

Call Center

a0ccp000000gnSX | I...

Outgoing Call

Recommended Disposition Code

Queue Name :

Information Provided by Representative

	IVR
Claim ID Number	DI123456789
Reason for Call	Other
Other Reason for Call	Test
Phone Number	2
Language Preference	English

Call History

No Call History Found

Amazon Connect Links

[My Metrics](#)
[RTM Monitor and Barge-In](#)
[Scheduling](#)
[Work Schedule](#)
[CMO - Outbound Call](#)

Knowledge Management System

Articles

- ▶ Reduced pay adjustment required
- ▶ Check and payment status codes
- ▶ Separate period of disability overview
- ▶ Eligibility guidelines DE 2500A and DE 2593
- ▶ Contacting UIFO general mailbox
- ▶ DIEC coverage during periods of disability
- ▶ Processing claims SP flag is MCPA
- ▶ Delinquency for non-payment of EC contributions
- ▶ Determine Comp Year Code section purpose
- ▶ Sending DE 5006 to claimant
- ▶ Inactivating EC flag
- ▶ Completing CED change recomputation
- ▶ Reduced Pay Payment Types overview
- ▶ Investigating good cause
- ▶ Applying FS penalty overpayment

Phone

Offline

00:15

Connected call

Hold

Unmute

Number pad

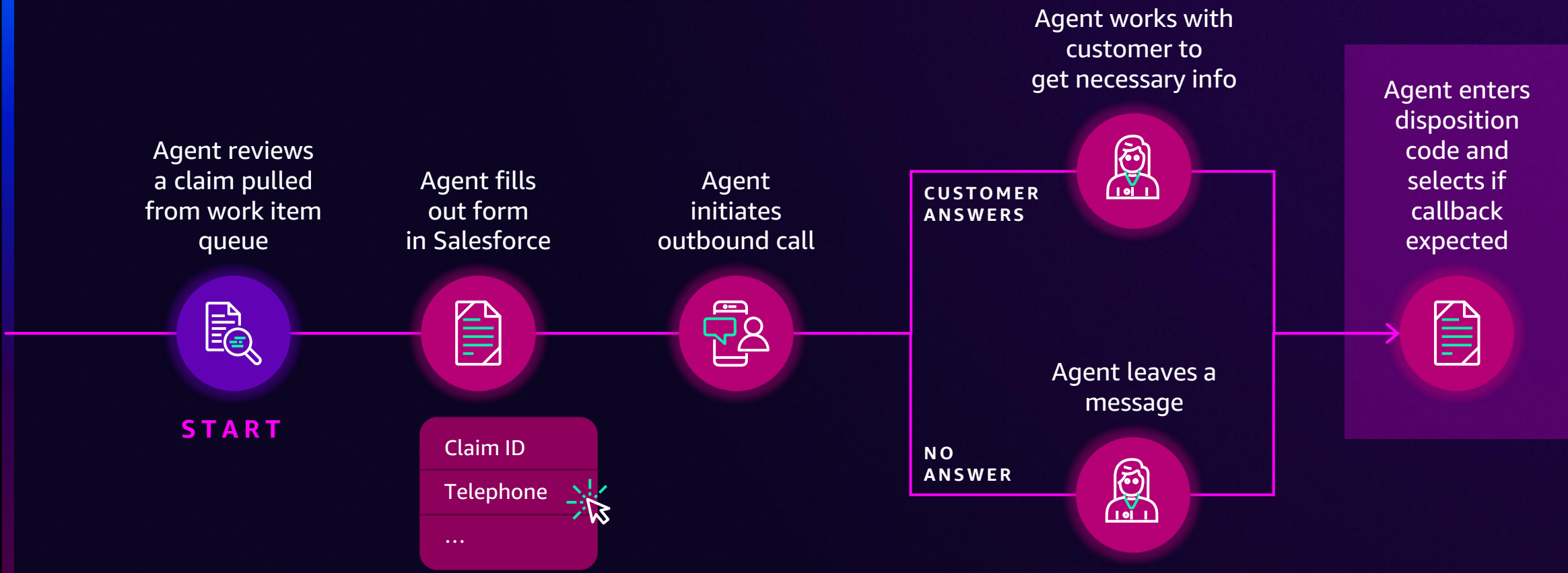
Quick connects

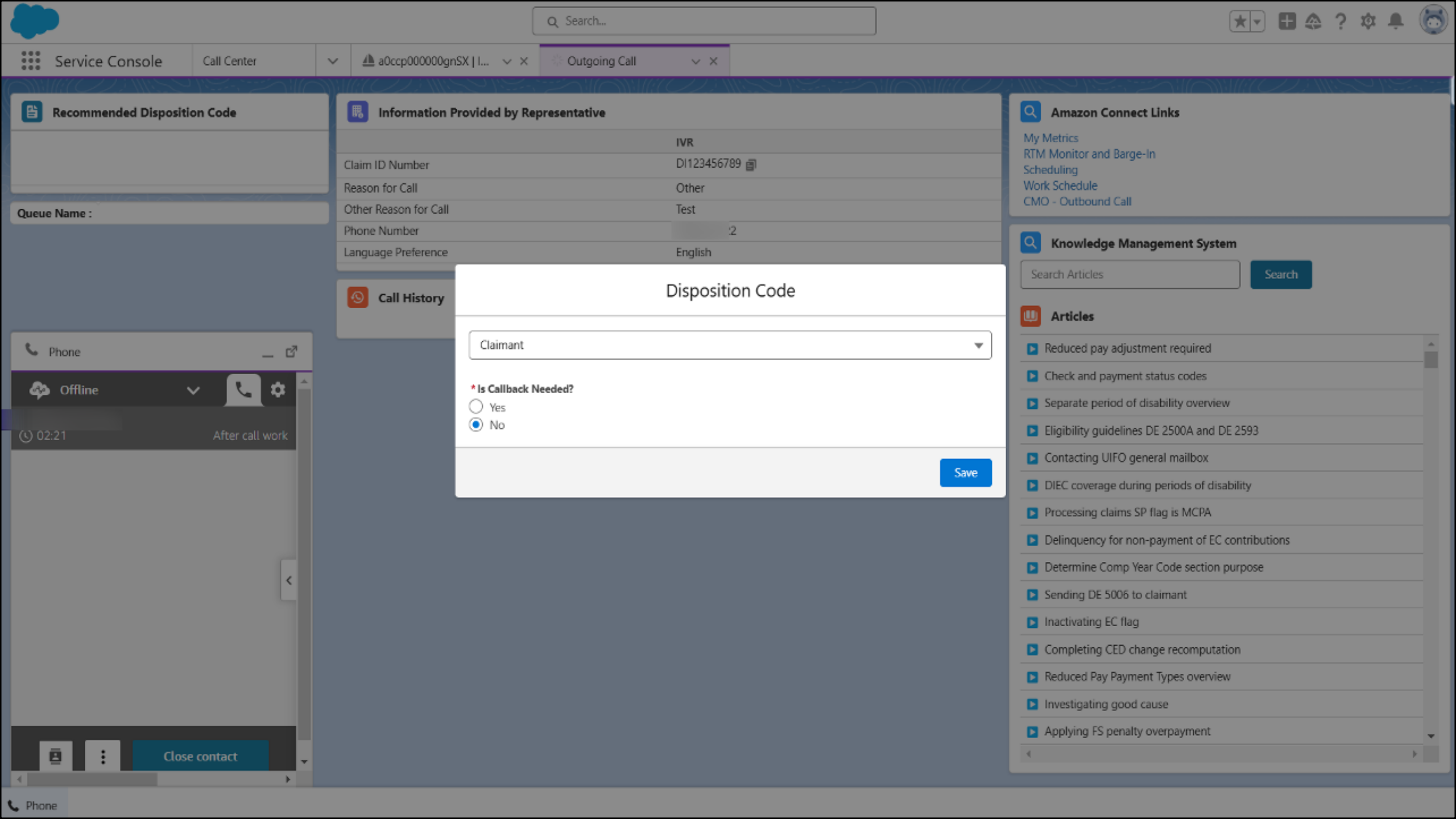
End call

Phone

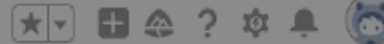
Claims management outbound voice call

DETERMINATION





Search...



Service Console

Call Center

a0ccp000000gnSX | I...

Outgoing Call

Recommended Disposition Code

Queue Name :

Information Provided by Representative

	IVR
Claim ID Number	DI123456789
Reason for Call	Other
Other Reason for Call	Test
Phone Number	2
Language Preference	English

Call History

Disposition Code

Claimant

* Is Callback Needed?

- ☐ Yes
- ☒ No

Save

Amazon Connect Links

[My Metrics](#)
[RTM Monitor and Barge-In](#)
[Scheduling](#)
[Work Schedule](#)
[CMO - Outbound Call](#)

Knowledge Management System

Search Articles

Search

Articles

- ▶ Reduced pay adjustment required
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- ▶ Eligibility guidelines DE 2500A and DE 2593
- ▶ Contacting UIFO general mailbox
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- ▶ Investigating good cause
- ▶ Applying FS penalty overpayment

Phone

Offline

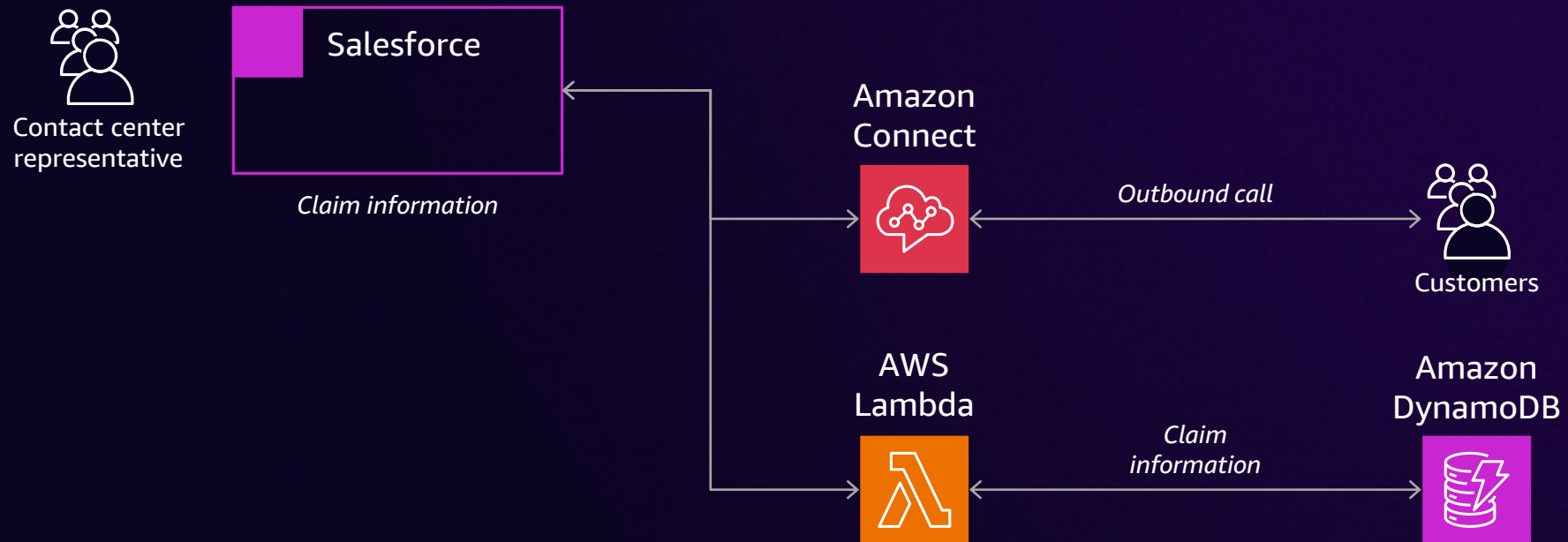
02:21

After call work

Close contact

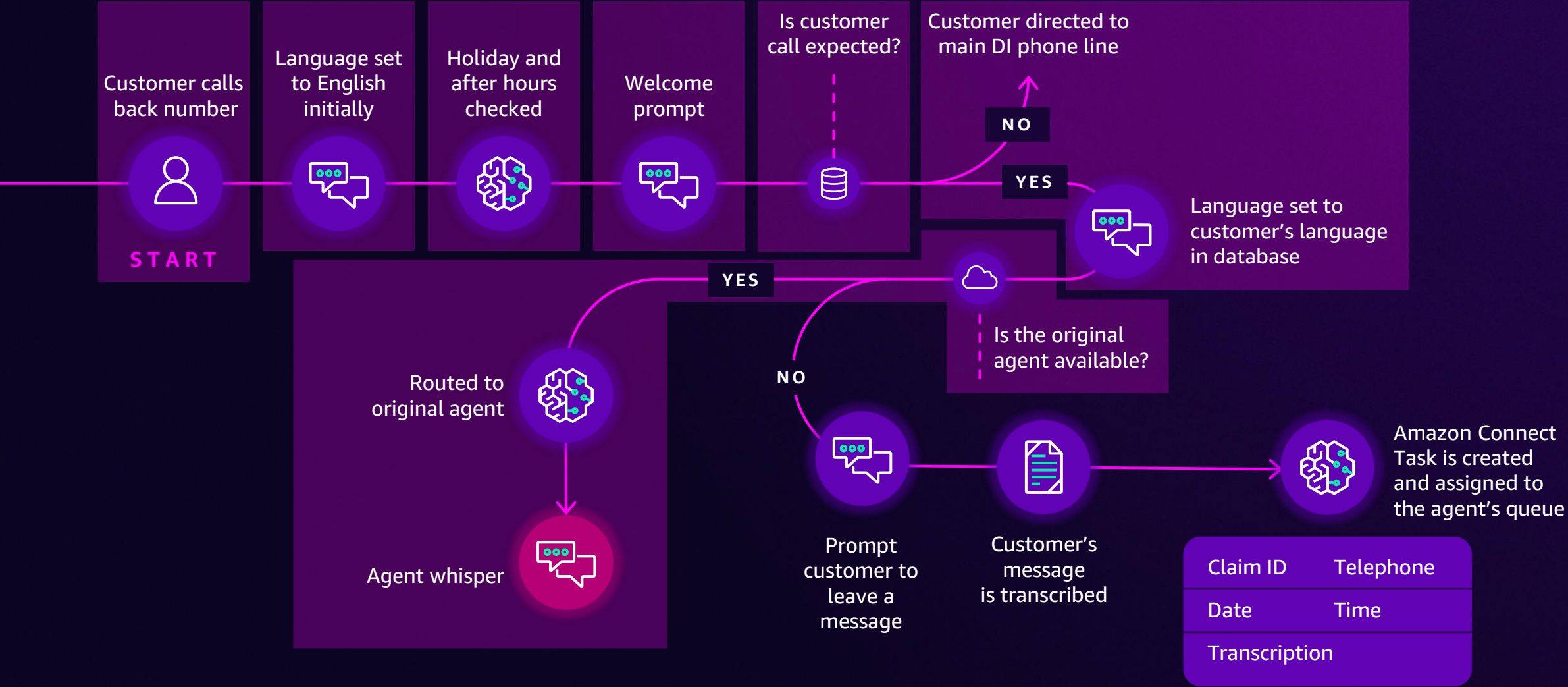
Phone

CMO: Outbound architecture review



Claims management inbound voice call

DETERMINATION





Service Console

Home

Agent Console

Recommended Disposition Code

Queue Name :

Information Provided by Representative

	IVR
Claim ID Number	DI7891234560
Reason for Call	Employers
Other Reason for Call	
Phone Number	
Language Preference	English

Call History

No Call History Found

Amazon Connect Links

[RTM Monitor and Barge-In](#)
[Scheduling](#)
[CMO - Outbound Call](#)

Knowledge Management System

Search

Articles

- ▶ Processing claims SP flag is MCPA
- ▶ Reduced pay adjustment required
- ▶ Determine Comp Year Code section purpose
- ▶ Check and payment status codes
- ▶ DIFO Voluntary Plan SPOC
- ▶ Contacting UIFO general mailbox
- ▶ Sending DE 5006 to claimant
- ▶ Eligibility guidelines DE 2500A and DE 2593
- ▶ Separate period of disability overview
- ▶ Delinquency for non-payment of EC contributions
- ▶ Managing DE 2532 or DE 2535 not received
- ▶ DIEC coverage during periods of disability
- ▶ Managing DE 4365DI responses
- ▶ Applying FS penalty overpayment
- ▶ Reduced Pay Payment Types overview

Phone

Available

+1

00:26

Connected call

Hold

Unmute

Number pad

Quick connects

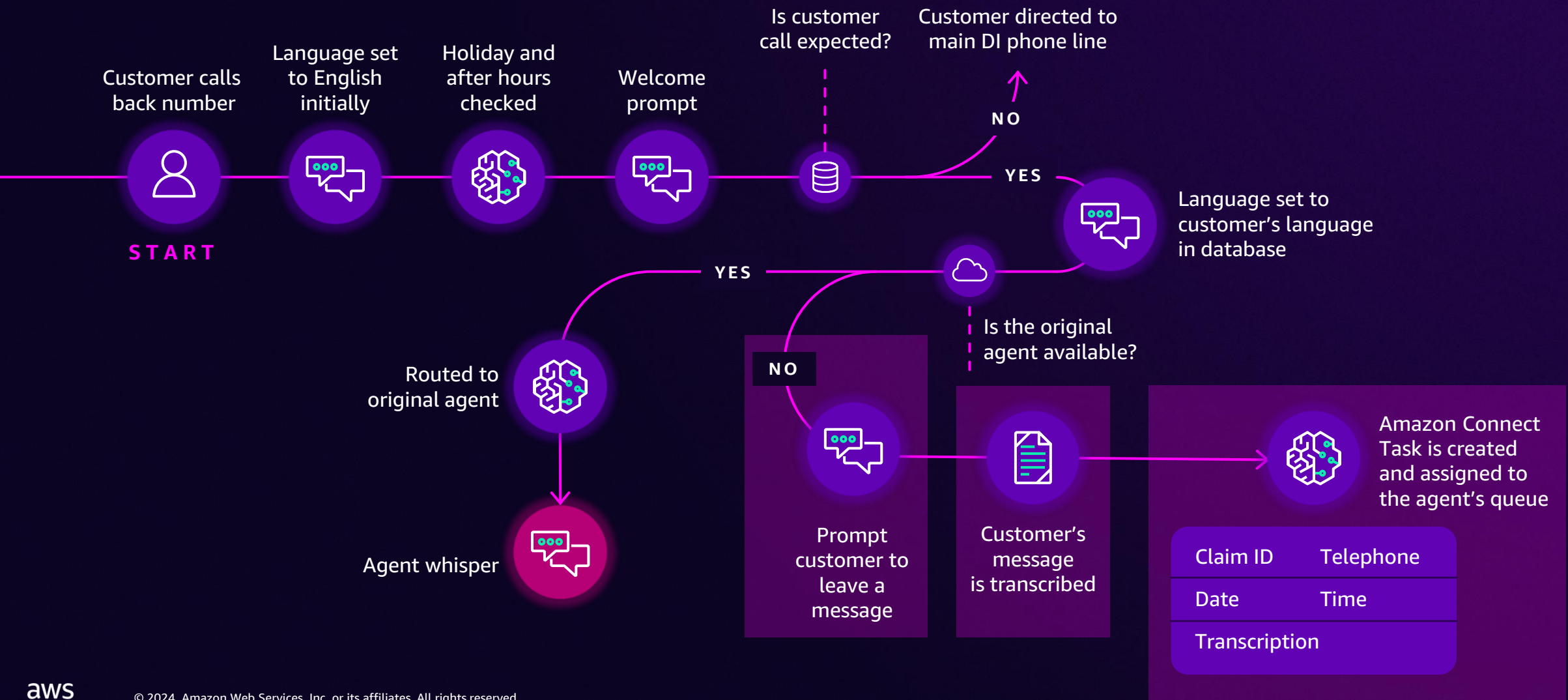
Create task

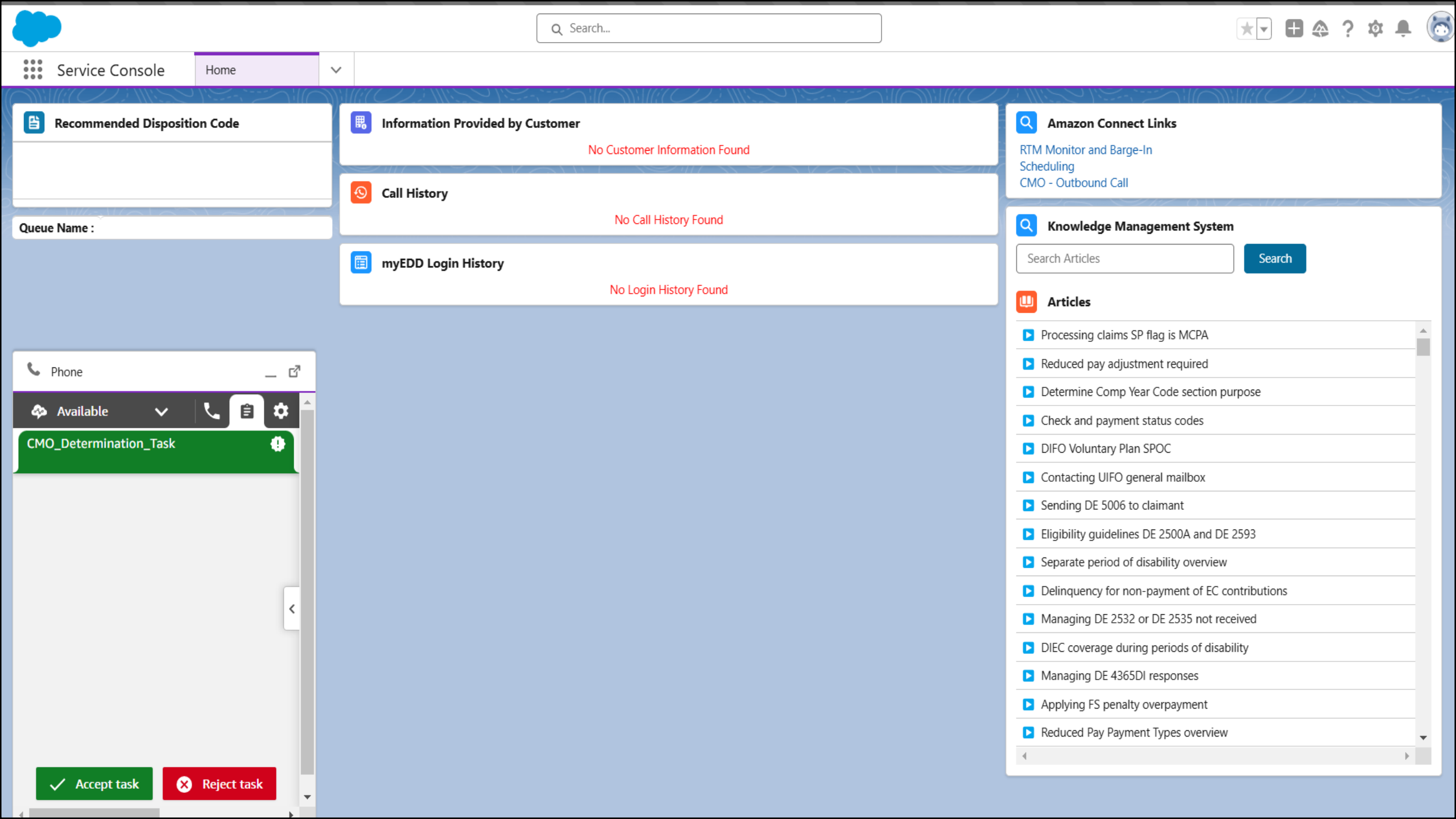
End call

Phone

Claims management inbound voice call

DETERMINATION





Recommended Disposition Code

Queue Name :



Information Provided by Customer

No Customer Information Found



Call History

No Call History Found



myEDD Login History

No Login History Found



Amazon Connect Links

RTM Monitor and Barge-In
Scheduling
CMO - Outbound Call



Knowledge Management System

Search Articles

Search



Articles

- ▶ Processing claims SP flag is MCPA
- ▶ Reduced pay adjustment required
- ▶ Determine Comp Year Code section purpose
- ▶ Check and payment status codes
- ▶ DIFO Voluntary Plan SPOC
- ▶ Contacting UIFO general mailbox
- ▶ Sending DE 5006 to claimant
- ▶ Eligibility guidelines DE 2500A and DE 2593
- ▶ Separate period of disability overview
- ▶ Delinquency for non-payment of EC contributions
- ▶ Managing DE 2532 or DE 2535 not received
- ▶ DIEC coverage during periods of disability
- ▶ Managing DE 4365DI responses
- ▶ Applying FS penalty overpayment
- ▶ Reduced Pay Payment Types overview



Phone



Available



CMO_Determination_Task



Accept task



Reject task



Search...



Service Console

Home



CMO TASK



All calls may be monitored or recorded for quality assurance and training purposes

Call Request Details

Claim ID Number	DI7891234560	
Phone Number	+1-555-555-5555	
Language Preference	English	
Reason for Call	Employers	

Phone



Available



CMO_Determination_Task

00:04

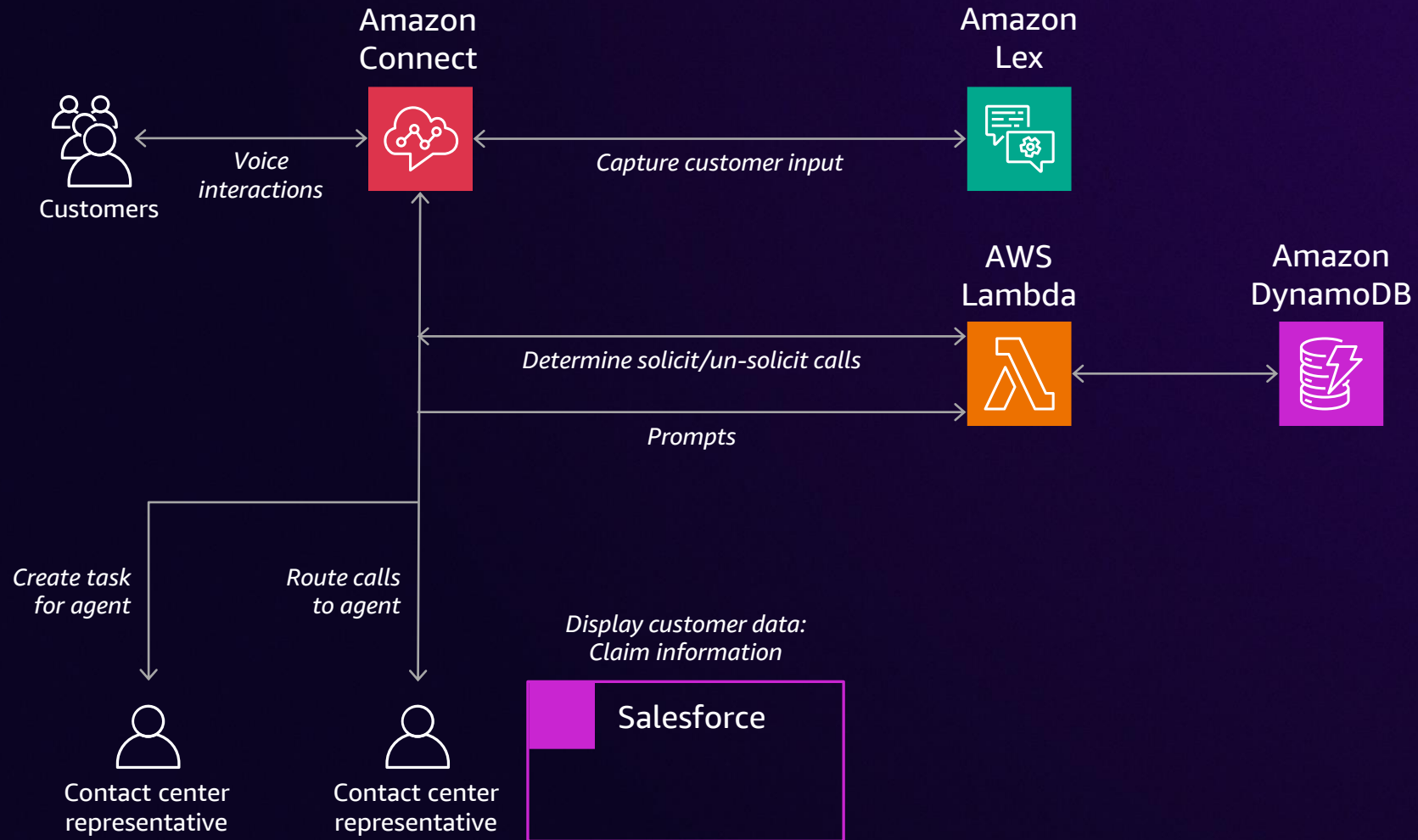
Show all task information



Pause



CMO: Inbound architecture review



Q&A



EDDNext website



Learn more at AWS



Thank you!



Please complete the session survey in the mobile app