

EDD Modernization Update

July 30, 2025



EDD is transforming the customer and employee experience. From launching self-service phone options to expanding online services and improving the benefit application experience, the [EDDNext modernization](#) is delivering results.

With modern technology like [Amazon Connect](#) and more customer feedback, EDD continues improving services for all Californians.

Recent Customer Service Improvements

- [Expanded disability and Paid Family Leave claim-status information online](#) in myEDD 24/7 to give customers the information they want, when they want it.
- [Streamlined the online disability benefits application](#) with simpler questions and instructions for a faster and better customer experience. Customer satisfaction with the online experience is up to 80 percent.
- [Modernized disability contact centers](#) so Californians can check their disability claim status 24/7 without talking to an agent. Next, these improvements are coming to Paid Family Leave.
- [Improved EDD's virtual assistant \(chatbot\)](#) so it's now available 24/7 in California's top eight languages.
- [Enhanced online eligibility questionnaires](#) to help more than 110,000 unemployment customers resolve their eligibility issues faster and move forward with their claims. These online questionnaires are now available for all eligibility issues, avoiding the need to schedule a telephone interview.
- [Expanded EDD's Voice of the Customer program](#) to gather customer feedback and keep delivering EDDNext improvements that customers want.

Upcoming Improvements

- **A live agent chat** pilot project for unemployment customers to connect with an agent online and in their preferred language.
- **Enhanced virtual assistant (chatbot) for disability and Paid Family Leave customers** with 24/7 information about claim status and benefit payments — further strengthening the self-service features available by phone.
- **Smoother online identity verification processes for unemployment customers** with less or no requirement to upload documents.
- **Faster paper unemployment form processing** for customers who can't apply online.

EDD's Virtual Assistant (Chatbot) Supports California

From January 1, 2025 through June 30.



Unique Customers Served

554,792



Total Messages sent

2,103,782

Languages Served:

- English
- Spanish
- Armenian
- Chinese (Simplified and Traditional)
- Korean
- Tagalog
- Vietnamese

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