

EDD Modernization Update

October 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.

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Recent Customer Service Improvements

- [Deployed a new Weekly Wage Reporting Tool in myEDD](#) to assist unemployment customers to accurately report any earnings they may receive while collecting benefits. Based on research, this tool aims to help reduce overpayments and clear up confusion between when wages are earned and actually paid and differences between gross and net pay.
- [Rolled out smoother online identity verification processes](#) for unemployment customers with less or no requirement to upload documents.
- [Launched the first phase of a new Document Management System \(DMS\)](#) to improve the form scanning technology used for customers who don't apply online. The new DMS will process more than 10 million EDD documents each year.
- [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 already available by phone.
- [Delivered a live-agent-chat option for real-time support](#) for unemployment customers to connect with an agent online and in any of [California's top eight languages](#). Up next for unemployment will be enhanced chatbot features that offer more self-service access to claim and payment status, similar to earlier State Disability Insurance enhancements.

Recent Awards

- [Best Workforce Initiative](#): recognizing EDD's commitment to making government services more accessible and inclusive by applying plain language best practices to EDD communications.
- [Innovation in Language Access](#): honoring EDD's Speech-to-Text Translation Project that's reducing processing time for voicemails by 40-50% and improving access for all.
- [Elastic Excellence Award](#): highlighting EDD's groundbreaking achievements to transform government services through data innovation.

EDD By the Numbers

10,000

State Disability Insurance customers checked their claim status in the chatbot on the first day.

15,650

Unemployment customers chatting online with a live agent since launch on July 24.

738,334

State Disability Insurance customers using the contact-center callback feature to talk to a representative since October 2024.

831,340

State Disability Insurance customers using the contact center's self-serve option to get claim updates since August 2025.

3.9 million

Total EDD customers using the enhanced chatbot in 2025.