



STATE OF CALIFORNIA
Franchise Tax Board

Contact Center Platform Modernization Project



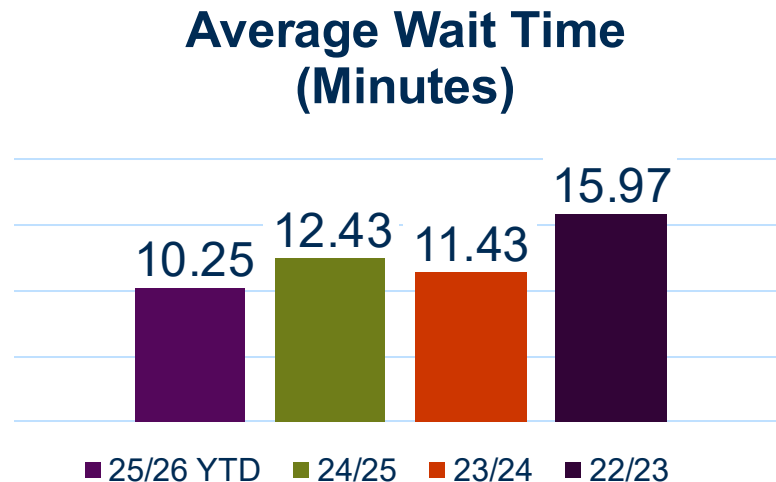
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Michael Banuelos – Finance and Executive Services Division

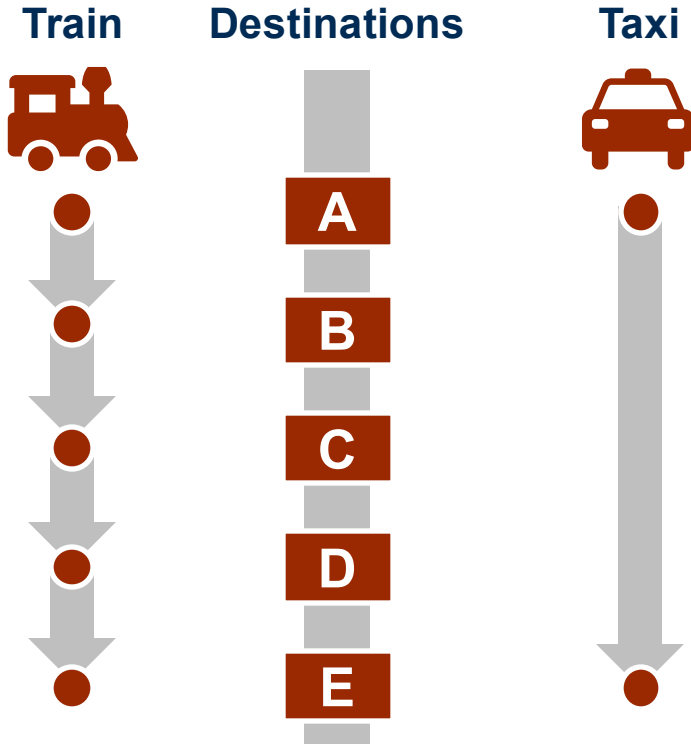
December 8, 2025

Current Contact Center Platform Modernization Project (CCP Mod) Summary

- Current:
 - 5.5M Average calls served annually since July 1, 2022
 - Includes automated services, chat, and current AI features
- Challenge:
 - December 2028 end-of-life
- Opportunity:
 - Optimize self-services and agent services to assist more taxpayers

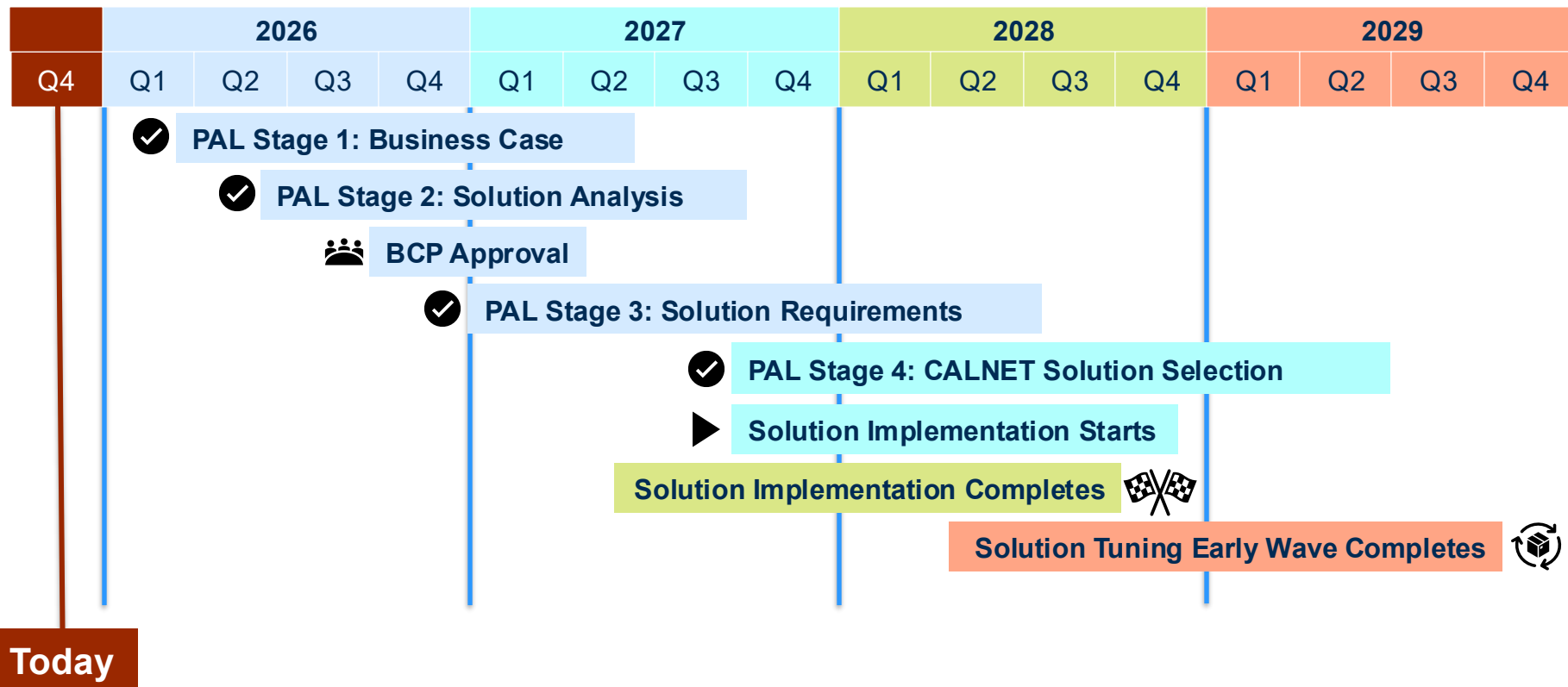


Contact Center Technology Advances



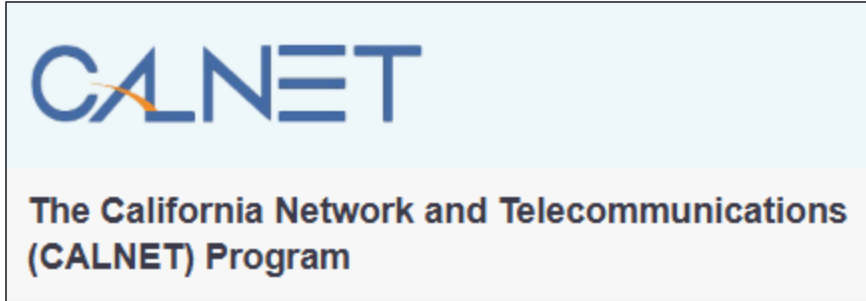
- Benefits:
 - Improved Call Routing
 - Improved Taxpayer and Contact Center Agent Experiences

Contact Center Platform Modernization Project Overview



Contractor Showcase

- Presentations by CALNET Contractors
- California Network and Telecommunications Program



Next Steps

- Project approval has four stages
- Transition from PAL Stage 1 to Stage 2



Questions?

Public Comment