



## SOCIAL SECURITY

July 22, 2025

C-2025-002323

Mr. Richard Couture, Spokesperson  
AFGE General Committee

By email only to: [Richard.Couture@ssa.gov](mailto:Richard.Couture@ssa.gov)

Dear Mr. Couture:

This is notice that Operations will enable features for all calls in Amazon Web Services (AWS) or equivalent technology effective October 1, 2025.

Currently, features are used only in the Teleservice Centers while the Field Offices (FO), Field Office Support Units (FOSU), Workload Support Units (WSU), and Processing Centers (PC) only have access to real-time and historical data.

In order to improve the efficiency and quality of service provided to the public, the following features will be enabled in all calls:

- Call Transcript - Converts phone conversations into written text. Captures what the customer and employee said during the call.
- Audio/Screen Capture - 100% call recording and screen capture functionality. Call recording captures and stores audio of conversations between employees and customers, while screen recording captures the employee's screen during those interactions
- Live Service Observation - Allows for the listening-in of live calls in real-time.
- Speech Analytics - Analyzes words and tone used in calls. Identify trends, customer sentiment and compliance issues.
- Workforce Management - Optimizes staffing levels by predicting call volumes, scheduling shifts and managing employee workloads.
- Scorecards - Displays employee stats on various metrics.
- Agent Schedule Adherence - Tracks whether employees are following their assigned schedules.
- Screen Pop - Displays relevant customer information on the employee's screen at the start of a call.
- Post-Call Survey - Quick survey after a call. (Essentially a digital comment card).

As a result of the enabled features, service observations will be conducted through recordings. Features and service observations will be used as a data and numeric source in accordance with Article 21 of the 2019 SSA/AFGE National Agreement (NA).

If you would like to discuss reinstating an updated version of the Speech Analytics and Service Observations Memorandum of Understanding (MOU) or wish to engage in negotiations over this matter, please promptly notify me in writing at [Cristal.Lizaola@ssa.gov](mailto:Cristal.Lizaola@ssa.gov). If you desire to engage in negotiations, please identify the Union's team members and provide me proposed dates for negotiations. We look forward to working with you on this important initiative.

Sincerely,

*/s/Cristal Lizaola*

Cristal Lizaola  
Labor and Employee Relations Specialist  
Office of Labor-Management and Employee Relations

cc Ms. Barri Sue Bryant  
President, AFGE Local 2809

Ms. Beverly Parks  
President, AFGE Council 109

Mr. Rich Couture  
President, AFGE Council 215

Mr. Earl Tucker  
President, AFGE Council 224

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Executive Vice President, Local 1923 (Headquarters)

Ms. Jessica LaPointe  
President, AFGE Council 220