

Agent Kyle — Kyle, Texas's Agentic-AI 311 Platform Resolves 90% of Requests on First Contact

AI in the Public Sector · Good practice · United States of America

Quality score: 47/100

Evidence strength: Moderate

Summary

Kyle, Texas built a Salesforce Agentforce-powered 311 platform, nicknamed Agent Kyle, letting residents report issues, track fixes on a map and query a chatbot trained on city data — resolving 90% of requests on first contact and closing cases in under 2.5 days on average.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-03

[City of Kyle, Texas \(built on Salesforce Agentforce for Public Sector\)](#) — accessed 2026-09-03

[Route Fifty coverage](#) — accessed 2026-09-03

[MeriTalk State & Local coverage](#) — accessed 2026-09-03

[Salesforce case study](#) — accessed 2026-09-03

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