

SSA's AI Phone Bot and Claims-Support Tools — Automating Social Security's 800 Number, With Documented Accuracy Gaps

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

Quality score: 73/100

Evidence strength: Observational / pre–post

Summary

SSA's AI phone bot now handles a large share of the 5 million monthly calls to its national helpline and cut average wait times from 30 to 7 minutes, but independent testing found it can misstate benefit rules and mishandle vulnerable callers.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-14

[U.S. Social Security Administration](#) — accessed 2026-08-14

[SSA — Artificial Intelligence at Social Security](#) — accessed 2026-08-14

[Federal News Network — SSA will get call wait times down using AI](#) — accessed 2026-08-14

[AARP — How AI Is Changing Social Security Customer Service](#) — accessed 2026-08-14

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