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A bill to be entitled
 An act relating to customer service callback queues;
 amending s. 23.30, F.S.; defining the term "callback
 queue"; establishing a pilot program to require the
 Department of Commerce to use a callback queue for
 returning certain calls; requiring that calls be
 returned in a specified manner and timeframe;
 requiring the department to report specified
 information to the Legislature by a certain date;
 providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Present subsections (5) through (8) of section
 23.30, Florida Statutes, are redesignated as subsections (6)
 through (9), respectively, and a new subsection (5) is added to
 that section, to read:

23.30 Florida Customer Service Standards Act.—

(5) PILOT PROGRAM.—

(a) As used in this subsection, the term "callback queue"
means a system that allows a caller to leave a telephone number
at which he or she can be reached at a later time rather than
receiving no answer to his or her call or remaining on hold.

(b) A pilot program is implemented to require a callback
queue to be used by the Department of Commerce in returning

26 | calls from claimants concerning reemployment assistance.

27 | (c) All calls must be returned, in the order in which they
28 | were received, by the end of the next business day.

29 | (d) On or before December 31, 2027, the Department of
30 | Commerce must submit a report to the President of the Senate and
31 | the Speaker of the House of Representatives which includes
32 | information concerning the effectiveness of the pilot program,
33 | any suggested changes to the program, and a recommendation as to
34 | whether the program should be continued or expanded.

35 | Section 2. This act shall take effect July 1, 2026.