

CalsAWS

California Statewide Automated Welfare System

Design Document

CIV-107306

Custom Informational and Emergency
Messages

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/15/2020	.1	Initial Revision	Jared Kuester

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Upgrade the Contact Flow to allow Custom Recordings	5
	2.1.1 Overview	5
	2.1.2 Description of Change.....	5
	2.1.3 Customer Experience	5
3	Supporting Documents	7
4	Outreach.....	8
5	Appendix.....	9

1 OVERVIEW

1.1 Current Design

Currently contact center staff are unable to record custom informational or emergency messages.

1.2 Requests

Upgrade the existing Remote Admin Contact Flows to allow county staff to record custom Informational and Emergency messages.

1.3 Overview of Recommendations

1. Upgrade the existing County Call Flows to allow staff to record a custom message. See Visio for more information.
 - a. Informational messages are played after language selection in the call flow.
 - b. Emergency messages are played if county staff closes the contact center for an emergency. For details see the Remote Admin Visio Call Flow.

1.4 Assumptions

1. Messages are recorded once in English and played in both English and Spanish using the Amazon Translate service.
2. Messages are recorded using the Amazon LEX bot service to translate the message from speech to text.
3. Messages are played back in the County IVRs using the Amazon Polly Text to Speech service.
4. Counties will use their existing remote admin phone numbers and PINs to connect to the new Contact Flow.
5. The contact flow is shared across all counties and the County Code is identified based on what phone number is called.

2 RECOMMENDATIONS

2.1 Upgrade the Contact Flow to allow Custom Recordings

2.1.1 Overview

The remote admin contact flow will allow users to record Informational and Emergency messages to be played in their county IVR.

2.1.2 Description of Change

Upgrade the Contact Flow to match the Visio diagram.

2.1.3 Customer Experience

After the message is recorded users will hear the informational message played back to them in the language they selected. The informational message is only played if the message is enabled. County staff can enable and disable messages through the Remote Admin Contact Flow. For more information, see the Visio call flow.

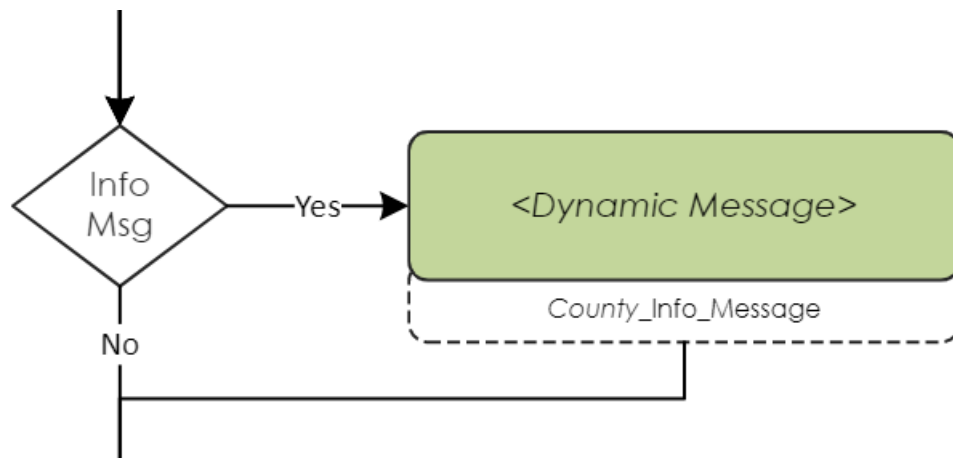


Figure 2.1.1 – Informational Message in Welcome Contact Flow

Customers will hear the Emergency message if the contact center was closed through the Remote Admin Call Flow. If the contact center is closed, and a custom emergency message isn't recorded, the default emergency message will be played. For more information, please see the Visio call flow.

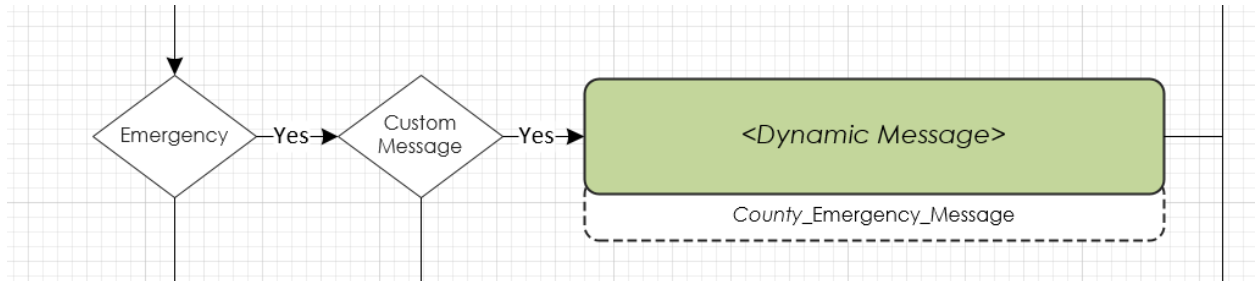


Figure 2.1.2 – Emergency Message in Queue Transfer Message

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	IVR	Call Flow of the Remote Admin Contact Flow.	CIV-107306 - Remote Admin Call Flow

4 OUTREACH

5 APPENDIX

Amazon Connect - <https://aws.amazon.com/connect/features/>

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CIV-108571

Modify Custom CCP to Authenticate through
ForgeRock

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Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Default CCP.....	Error! Bookmark not defined.
	2.1.1 Overview	5
	2.1.2 Description of Change.....	5
	2.1.3 Agent Experience.....	5
	2.2 C4Yourself.com	Error! Bookmark not defined.
	2.2.1 Overview	6
	2.2.2 Description of Change.....	6
	2.2.3 Customer Experience.....	6
	2.2.4 Page Location	Error! Bookmark not defined.
	2.3 Custom CCP	Error! Bookmark not defined.
	2.3.1 Overview	Error! Bookmark not defined.
	2.3.2 Description of Change.....	Error! Bookmark not defined.
3	Supporting Documents	Error! Bookmark not defined.
4	Requirements.....	Error! Bookmark not defined.
	4.1 Project Requirements.....	Error! Bookmark not defined.
	4.2 Migration Requirements.....	Error! Bookmark not defined.
5	Migration Impacts	Error! Bookmark not defined.
6	Outreach.....	7
7	Appendix.....	8

1 OVERVIEW

1.1 Current Design

Contact Center agents currently login to the CCP through the service Shibboleth.

1.2 Requests

Replace Custom CCP authentication with ForgeRock.

1.3 Overview of Recommendations

1. Update Custom CCP to authenticate users through ForgeRock.
 - a. Update the page that CCP first opens to the ForgeRock URL.
2. Modify Work at Home URLs to open ForgeRock page instead of Shibboleth.

1.4 Assumptions

1. Agent's username and password will be the same when they first go live.
2. Users will be able to login to ForgeRock with either their username, or their e-mail address.

2 RECOMMENDATIONS

2.1 Update Custom CCP to authenticate users through ForgeRock.

2.1.1 Overview

Logging into Amazon Connect is handled through ForgeRock.

2.1.2 Description of Change

The initial page that is displayed when CCP is launched is the Shibboleth SAML authentication provider page. This page will be updated to the new ForgeRock SAML authentication provider. It will be providing the exact same service and will preform the exact same function as Shibboleth did.

2.1.3 Agent Experience

Agents will login to the ForgeRock service with their existing usernames and passwords just as they did before. Agents should only notice a new page when logging in.



Figure 2.1.1 – Shibboleth Login Page

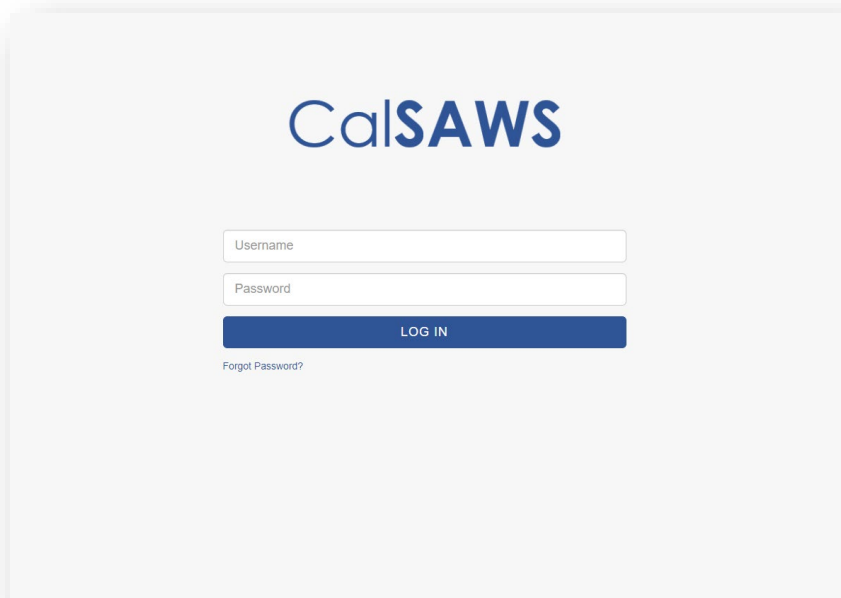


Figure 2.1.2 – ForgeRock Login Page

2.1.4 Work at Home URLs

2.1.5 Overview

Staff working from home currently navigate to the URL <https://callcenter.calsaws.net/c04> (the county code at the end is county specific). The URL redirects the user to the correct Shibboleth page that will redirect the user to their county's contact center instance.

2.1.6 Description of Change

Updated the URL redirect to open the ForgeRock page instead of the Shibboleth page. When going to the county specific Work from Home URL, the ForgeRock login page will display.

2.1.7 Agent Experience

The experience of the agent should be identical to the way they login today. They will just be logging into the ForgeRock page rather than the Shibboleth page.

3 OUTREACH

1. County Contact center staff will be notified of the change ahead of time because they will no longer be logging in with their C-IV Credentials.
2. Staff will be informed that their C-IV Credentials and their ForgeRock credentials will be identical on day one, but if either password is updated it won't update the other.

4 APPENDIX

Amazon Connect - <https://aws.amazon.com/connect/features/>