CalSAWS

California Statewide Automated Welfare System

Design Document

CA-227064 | DDID 2727 Customer Service Center Work-from-home Modifications

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/04/2021	0.1	Initial Draft	Kevin Hooke

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1   OVERVIEW

1.1   Current Design

Multiple approaches are currently available to county staff that enable Call Center Agents to work remotely. Currently available approaches include:

- County provided VPN connection: allows Agents to connect to County and CalSAWS systems from a personal or County provided computer.
- Remote desktop access: allows Agents to access County and CalSAWS systems by remotely connecting to a computer in a County office location.
- AWS AppStream: allows agents to access the AWS AppStream application remotely and securely using their web browser.

These approaches allow a County Worker to access:

- The CalSAWS web-based system via a web browser
- The Default Contact Control Panel (CCP) via a web browser
- The Custom CCP application as an application installed on a managed desktop accessed via Remote Desktop.

1.2   Requests

Configure the Contact Center solution to enable staff members to work remotely.

1.3   Overview of Recommendations

1. Integrate Contact Center applications with the CalSAWS Identity Provider to enable Single Sign On (SSO).
2. Configure the solution to allow the Enhanced CCP (SCR CA-226844) and Admin Page (SCR CA-226672) to integrate with the existing remote work solutions currently used by each County (as described in Section 1.1)

1.4   Assumptions

1. The Enhanced CCP (SCR CA-226844) will replace the existing Default CCP for remote work and the Custom CCP for office work. The Enhanced CCP is a single solution that enables County Workers to use the same application regardless of where they are working (in a County office or remote).
2. To provide Remote access to the Enhanced CCP application, the Enhanced CCP will be configured to use the CalSAWS Identity Provider for Single-Sign On (SCR CA-226844).
3. This SCR does not change the current remote access approaches (described in Section 1.1) used by County Workers to access:
   a) The CalSAWS Application
   b) eGain
   c) Calabrio

4. The Enhanced CCP web application is only supported using the latest three versions of Google Chrome or Mozilla Firefox browsers.
5. Supervisor screen recording/monitoring in the Enhanced CCP application has a minimum internet bandwidth requirement of 2 Mbps. It is assumed Agents will have at least 2 Mbps bandwidth to use all the provided features of the Enhanced CCP.
6. For the best audio quality and user experience, it is assumed that the Enhanced CCP will be used in a web browser on the user's local computer and not accessed remotely (e.g. it should not be accessed via a Remote Desktop connection to a computer in a physically remote location).
7. Public internet access is required to access the Enhanced CCP application.

2   RECOMMENDATIONS

2.1   Integrate Enhanced CCP with existing Work From Home Solutions

2.1.1 Overview

The Enhanced CCP is a new web application that is self-contained and deployed separately, outside of the existing CalSAWS system. The application is accessed using a URL in their web browser (replacing the desktop icon used for the Custom CCP).

The Enhanced CCP application is hosted using AWS CloudFront, which is a Content Delivery Network (CDN) with multiple, highly available and scalable server locations throughout California.

To access the Enhanced CCP, users must have a connection to the public internet and must be authenticated with the CalSAWS Identity Provider.

2.1.2 Description of Changes

2.1.2.1 Enable access to Enhanced CCP when using VPN to access CalSAWS
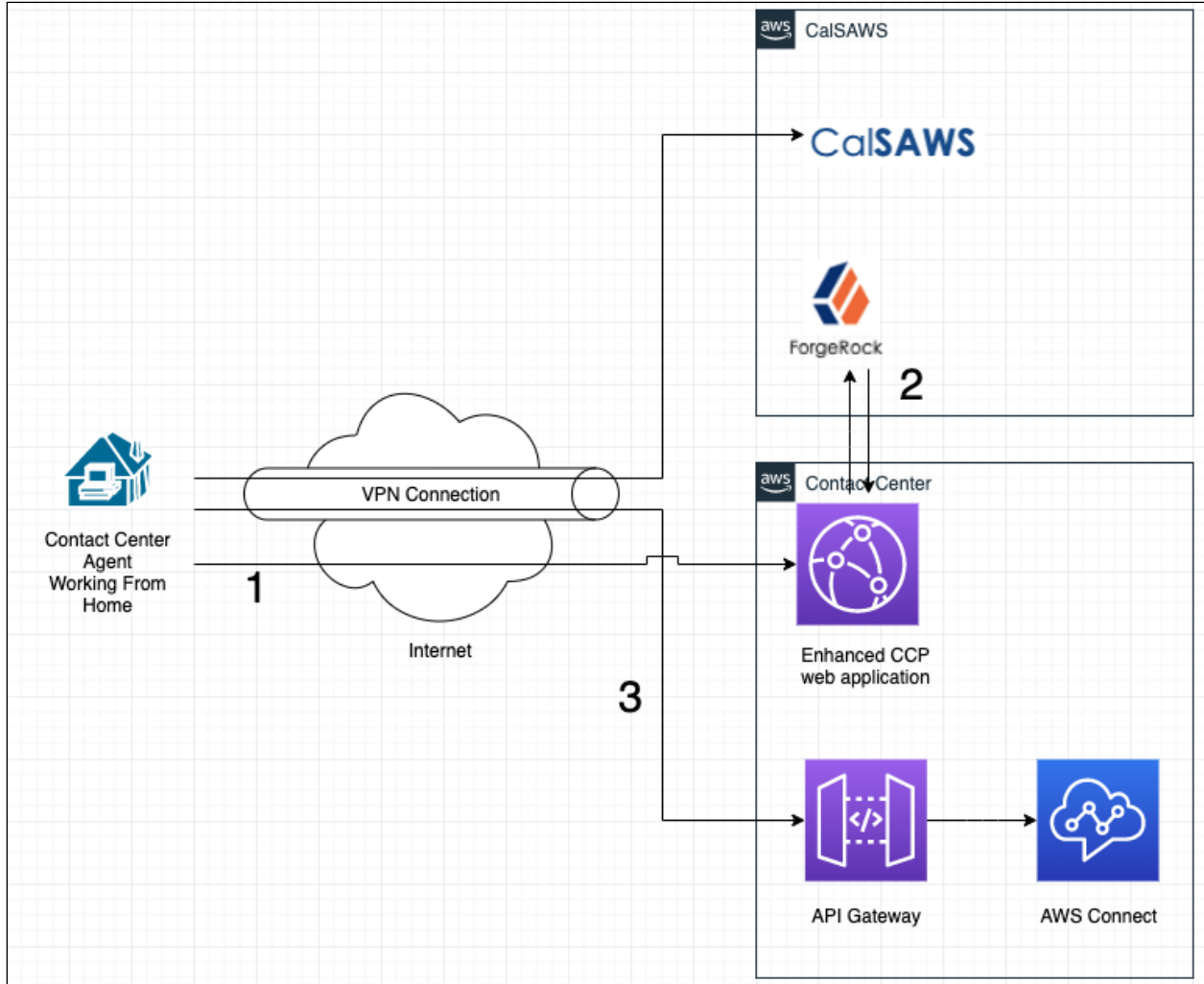

Figure 1 Access to Enhanced CCP from home

For Contact Center Agents accessing CalSAWS remotely using a VPN connection, implement the following changes to support Work From Home access to the Enhanced CCP:

1. Enable access to the Enhanced CCP application via the public internet, while continuing to access CalSAWS via their VPN connection at the same time.
2. Enable integration between Enhanced CCP application and the CalSAWS Identity Provider to authenticate access to the Enhanced CCP.
3. Enable the Enhanced CCP application running in a browser on the Agent's personal computer to integrate with Contact Center features via a VPN connection and AWS API Gateway.

Accessing CalSAWS via a VPN connection is the only solution that supports CalSAWS 'screen pops' because the web browser accessing the Enhanced CCP and the web browser accessing CalSAWS are on the same physical computer (this feature is not supported with Remote Desktop or AppStream access described in the following sections).

2.1.2.2 Enable access to Enhanced CCP when using a County Office Remote Desktop to access CalSAWS
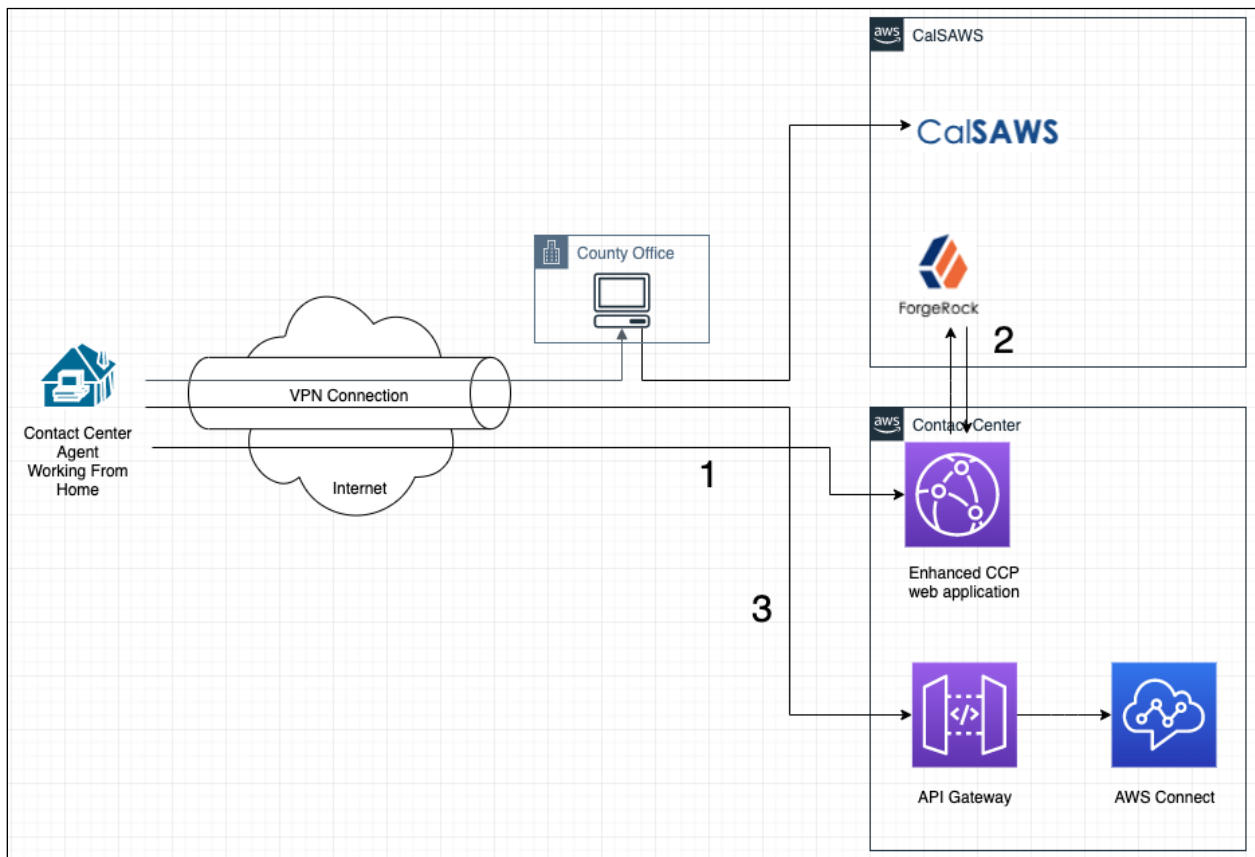

Figure 2 Accessing Enhanced CCP while Working From Home while also using a Remote Desktop Computer

For Contact Center Agents accessing CalSAWS via a Remote Desktop connection (for example, a desktop computer provided in their County Office), implement the following changes to support Work From Home access to the Enhanced CCP:

1. Enable access to the Enhanced CCP application via the public internet, while continuing to access their Remote Desktop at the same time.
2. Enable integration between Enhanced CCP application and the CalSAWS Identity Provider to authenticate access to the Enhanced CCP.

3. Enable the Enhanced CCP application running in a browser on the Agent's own computer in their home to integrate with Contact Center features via a VPN connection and AWS API Gateway.

Note: This approach does not support CalSAWS 'screen pops' because the Enhanced CCP and the web browser the Agent is using to access CalSAWS are on two physically different computers.

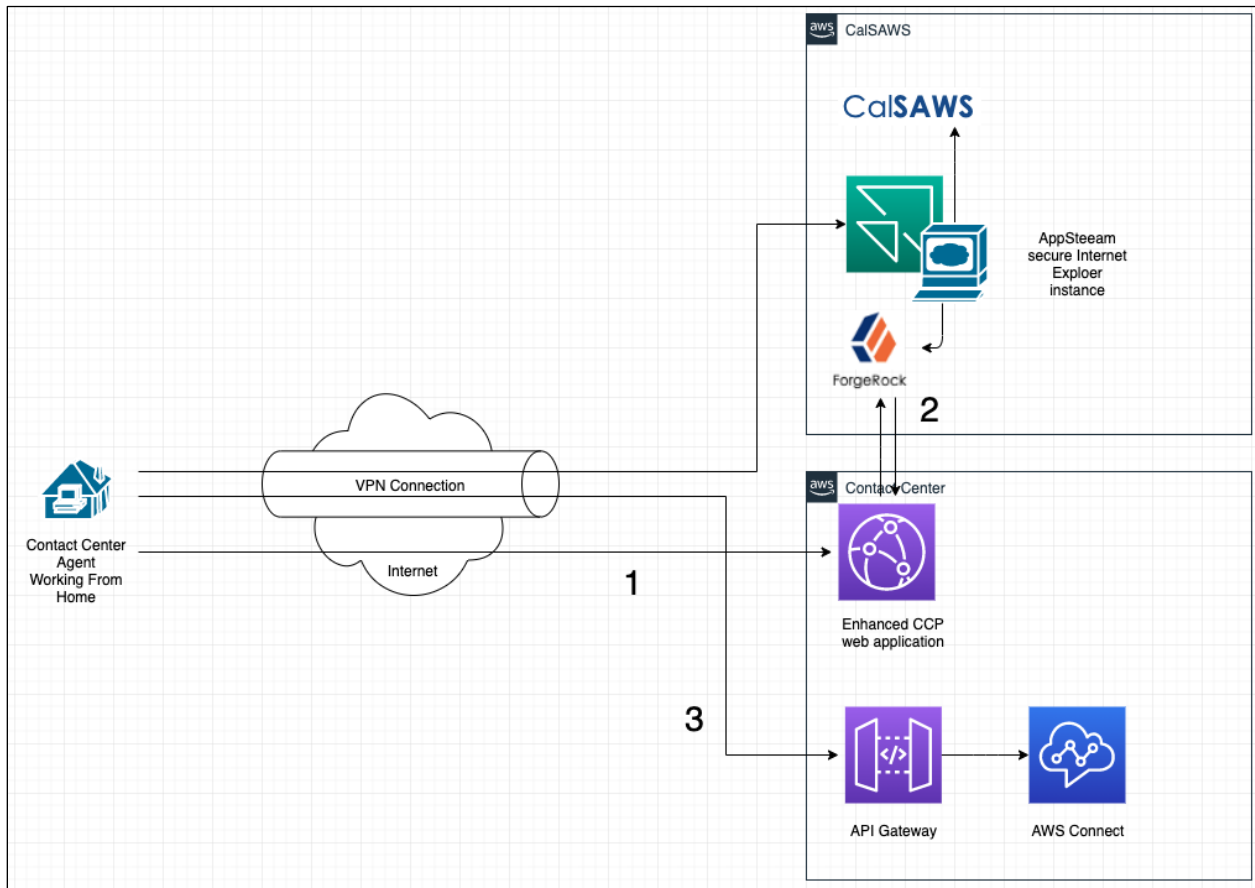### 2.1.2.3 Enable access to Enhanced CCP when using AWS AppStream to access CalSAWS

Figure 3 Accessing Enhanced CCP while Working From Home when using AppStream access to CalSAWS

For County users that access CalSAWS via a hosted web browser using AWS AppStream, implement the following changes to support Work From Home access to the Enhanced CCP:

1. Enable access to the Enhanced CCP application via the public internet, while continuing to access CalSAWS and other systems using AppStream at the same time.
2. Enable integration between Enhanced CCP application and the CalSAWS Identity Provider to authenticate access to the Enhanced CCP.

3. Enable the Enhanced CCP application running in a browser on the Agent's own computer in their home to integrate with Contact Center features via a VPN connection and AWS API Gateway.

This approach does not support CalSAWS 'screen pops' because the Enhanced CCP is accessed directly from the users device and the web browser the Agent is using to access CalSAWS is accessed through AppStream. Since this approach is using two different browser instances on two different computers it's not possible to support this feature.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
None	-	-	-

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
DDID 2727	The CONTRACTOR shall configure the Customer Service Center solution to include the ability for Customer Service Center staff members to work remotely.	To support using the Enhanced CCP application while working from home, the Agents must have a minimum internet bandwidth available, as listed in the assumptions sections in this document.	As described in Section 2.

5   APPENDIX

None.