

[CIV-6687] IVR/CC: CO-070: Call Log Reports Enhancements Created:	
12/29/2017 Updated: 10/09/2018	
Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	The Call Log Dashboards report on the call log statistics gathered from the Call Log Detail page in the C-IV Application.
Request:	SCR 6247 will add a Primary Call Reason drop-down. Currently, Call Log does not have a solution which reports on the new Primary Call Reason column.
Recommendation:	Document the content as follows: 1) Update existing Call Log reports to include the new Primary Call Reason values

DRAFT

[CIV-12233] Call Log: Check for duplicate entries for Call Reason Created:

12/29/2017 Updated: 10/25/2018

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Call Log Records are created.
Request:	Duplicate entries found in the CALL_LOG table while matching the records from PRDTVE_HANDL_DATA. These duplicates are due to double submission and refresh of agent screen page. They are identified duplicate based on ROUTER_CALL_DAY_IDENTIF and ROUTER_CALL_IDENTIF with multiple entries in the CALL_LOG table.
Recommendation:	Document the content as follows: 1) Don't allow duplicate entries to be created.

DRAFT

[CIV-101131] [CES 2018-035: Add Language to Text Notifications if appointments are in Person or by Telephone](#) Created: 04/30/2018 Updated: 10/25/2018

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Text Notifications do not describe type of appointment scheduled whether in person or by telephone
Request:	Add appointment type to the text notification
Recommendation:	Add the type of appointment customer scheduled whether by telephone or in person to the text notification for existing appointments and RE appointments.
Submitted to Committee:	10/24/2018
Approved by Committee:	10/24/2018
Region 1:	Yes
Region 2:	Yes
Region 3:	Yes
Region 4:	Yes
Region 5:	Yes
Region 6:	Yes
Region 7:	Yes
Region 8A:	Yes
Region 8B:	Yes
Region 8C:	Yes
Region 8D:	Yes

[CIV-101733] [Move Voice Prints between Counties](#) Created: 07/11/2018 Updated: 05/02/2019

Status:	In Development
Project:	C-IV
Fix Version/s:	20.07
Type:	SCR
Current Design:	Caller's voice prints are tied to a single county.
Request:	Create a process to allow a person's voice print follow them if they move between CalACES counties.
Recommendation:	<p>1. Create a DBCR for new IVR_TRANSACT table. This table will be used to track IVR voice prints that need to be moved. Include the following data elements:</p> <ul style="list-style-type: none">a. TYPE_CODE – Type of IVR transaction (will always be Move Voiceprint for this SCR).b. PERS_ID – Identifier for a person in the C-IV system.c. OLD_COUNTY_CODE – Original county code of the voice print.d. NEW_COUNTY_CODE – The county code where the voice print will move.e. LANG_CODE – The language code user selects at the time of calling. <p>2. Create a CTCR to create the new Codes Category for the IVR Transaction Type Code. Currently, it will have only one value (Move Voiceprint).</p> <p>3. Create a new batch job that will move IVR voiceprints.</p> <ul style="list-style-type: none">a. Retrieve all IVR transactions from the IVR_TRANSACT table with a type code of “Move Voiceprint”.b. For each transaction:<ul style="list-style-type: none">i. Invoke Nuance webservice that will move the voiceprint from the old county to the new county.ii. Update the IVR_PERS table with the new county code only if the Move is Successful.iii. If an error occurs during either of the two previous steps, add the transaction to the list of skipped records.iv. Invoke Nuance webservice to delete the Voice Print from the old county only if Move is Successful.v. Remove the processed transaction from the IVR_TRANSACT table. <p>c. If there are any skipped records, send an email to CC.Support@calaces.org. Include the PERS_ID, old county code and new county code for each skipped record.</p> <p>4. Create a DBCR to add County code column to the IVR_PERS table. This column will be used to track what County the caller enrolled their voice with.</p> <p>5. Update the existing IVRWebService request personLookupWebService to return the value of COUNTY_CODE in from IVR_PERS table.</p> <ul style="list-style-type: none">a. Update the CVP Application code to authenticate to the Nuance Voice

	<p>scope from the COUNTY_CODE and not the county that matches IVR Phone number only if the County Codes does not Match.</p> <p>b. If the COUNTY_CODE does not match the County of the IVR application they called into, insert a move voiceprint request into the IVR_TRANSACT table with all required information.</p> <p>6. Update the existing IVRWebService request updateBvpInfoWebService to update the COUNTY_CODE column with the County code of the IVR they called into when a caller enrolls their voice print.</p>
Approved by Committee:	08/21/2018
Region 1:	Yes
Region 2:	Yes
Region 3:	Yes
Region 4:	Yes
Region 5:	Yes
Region 6:	Yes
Region 7:	Yes
Region 8A:	Yes
Region 8B:	Yes
Region 8C:	Yes
Region 8D:	Yes

Content Revision Description-1:	<p>1. Recommendation Change: Updated Recommendations with appropriate design.</p> <p>Before:</p> <p>1) Create a new IVR WebService request to move voice prints between counties.</p> <p>a) If a caller Enrolls their voice with county (X) then calls into the county (y) IVR, the system should move the voice print from county (x) to county (y).</p> <p>b) Once the voice is moved update the BVP_CODE to Y(CC).</p> <p>After:</p> <p>1. Create a DBCR for new IVR_TRANSACT table. This table will be used to track IVR voice prints that need to be moved. Include the following data elements:</p> <p>a. TYPE_CODE – Type of IVR transaction (will always be Move Voiceprint for this SCR).</p> <p>b. PERS_ID – Identifier for a person in the C-IV system.</p> <p>c. OLD_COUNTY_CODE – Original county code of the voice print.</p> <p>d. NEW_COUNTY_CODE – The county code where the voice print will move.</p> <p>e. LANG_CODE – The language code user selects at the time of calling.</p> <p>2. Create a CTCR to create the new Codes Category for the IVR Transaction</p>
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Type Code. Currently, it will have only one value (Move Voiceprint).

3. Create a new batch job that will move IVR voiceprints.
 - a. Retrieve all IVR transactions from the IVR_TRANSACT table with a type code of "Move Voiceprint".
 - b. For each transaction:
 - i. Invoke Nuance webservice that will move the voiceprint from the old county to the new county.
 - ii. Update the IVR_PERS table with the new county code only if the Move is Successful.
 - iii. If an error occurs during either of the two previous steps, add the transaction to the list of skipped records.
 - iv. Invoke Nuance webservice to delete the Voice Print from the old county only if Move is Successful.
 - v. Remove the processed transaction from the IVR_TRANSACT table.
 - c. If there are any skipped records, send an email to CC.Support@calaces.org. Include the PERS_ID, old county code and new county code for each skipped record.
4. Create a DBCR to add County code column to the IVR_PERS table. This column will be used to track what County the caller enrolled their voice with.
5. Update the existing IVRWebService request personLookupWebService to return the value of COUNTY_CODE in from IVR_PERS table.
 - a. Update the CVP Application code to authenticate to the Nuance Voice scope from the COUNTY_CODE and not the county that matches IVR Phone number only if the County Codes does not Match.
 - b. If the COUNTY_CODE does not match the County of the IVR application they called into, insert a move voiceprint request into the IVR_TRANSACT table with all required information.
6. Update the existing IVRWebService request updateBvpInfoWebService to update the COUNTY_CODE column with the County code of the IVR they called into when a caller enrolls their voice print.

2. ETC Change:

Before:

Batch/Interfaces ETC 1: 0

System Test Support ETC 1: 60

After:

Batch/Interfaces ETC 1: 70

System Test Support ETC 1: 75

3. Release Change:

Before: 18.11

After: 19.07

[CIV-101733] [Move Voice Prints between Counties](#) Created: 07/11/2018 Updated: 02/26/2019

Status:	In Development
Project:	C-IV
Fix Version/s:	20.07
Type:	SCR
Current Design:	Caller's voice prints are tied to a single county.
Request:	Create a process to allow a person's voice print follow them if they move between CalACES counties.
Recommendation:	<p>1. Create a DBCR for new IVR_TRANSACT table. This table will be used to track IVR voice prints that need to be moved. Include the following data elements:</p> <ul style="list-style-type: none">a. TYPE_CODE – Type of IVR transaction (will always be Move Voiceprint for this SCR).b. PERS_ID – Identifier for a person in the C-IV system.c. OLD_COUNTY_CODE – Original county code of the voice print.d. NEW_COUNTY_CODE – The county code where the voice print will move.e. LANG_CODE – The language code user selects at the time of calling. <p>2. Create a CTCR to create the new Codes Category for the IVR Transaction Type Code. Currently, it will have only one value (Move Voiceprint).</p> <p>3. Create a new batch job that will move IVR voiceprints.</p> <ul style="list-style-type: none">a. Retrieve all IVR transactions from the IVR_TRANSACT table with a type code of “Move Voiceprint”.b. For each transaction:<ul style="list-style-type: none">i. Invoke Nuance webservice that will move the voiceprint from the old county to the new county.ii. Update the IVR_PERS table with the new county code only if the Move is Successful.iii. If an error occurs during either of the two previous steps, add the transaction to the list of skipped records.iv. Invoke Nuance webservice to delete the Voice Print from the old county only if Move is Successful.v. Remove the processed transaction from the IVR_TRANSACT table. <p>c. If there are any skipped records, send an email to CC.Support@calaces.org. Include the PERS_ID, old county code and new county code for each skipped record.</p> <p>4. Create a DBCR to add County code column to the IVR_PERS table. This column will be used to track what County the caller enrolled their voice with.</p> <p>5. Update the existing IVR Web Service request person Lookup Web Service to return the value of COUNTY_CODE in from IVR_PERS table.</p>

	<p>a. Update the CVP Application code to authenticate to the Nuance Voice scope from the COUNTY_CODE and not the county that matches IVR Phone number only if the County Codes does not Match.</p> <p>b. If the COUNTY_CODE does not match the County of the IVR application they called into, insert a move voiceprint request into the IVR_TRANSACT table with all required information.</p> <p>6. Update the existing IVR Web Service request update Bvp Info Web Service to update the COUNTY_CODE column with the County code of the IVR they called into when a caller enrolls their voice print.</p>
Committee / Work Group:	IVR & Contact Center
Submitted to Committee:	08/21/2018
Approved by Committee:	08/21/2018
Region 1:	Yes
Region 2:	Yes
Region 3:	Yes
Region 4:	Yes
Region 5:	Yes
Region 6:	Yes
Region 7:	Yes
Region 8A:	Yes
Region 8B:	Yes
Region 8C:	Yes
Region 8D:	Yes
Approved:	09/20/2018
Content Revision Description-1:	<p>1. Recommendation Change: Updated Recommendations with appropriate design.</p> <p>Before:</p> <p>1) Create a new IVR Webservice request to move voice prints between counties.</p> <p>a) If a caller Enrolls their voice with county (X) then calls into the county (y) IVR, the system should move the voice print from county (x) to county (y).</p> <p>b) Once the voice is moved update the BVP_CODE to Y(CC).</p> <p>After:</p> <p>1. Create a DBCR for new IVR_TRANSACT table. This table will be used to track IVR voice prints that need to be moved. Include the following data elements:</p> <p>a. TYPE_CODE – Type of IVR transaction (will always be Move Voiceprint for this SCR).</p>

- b. PERS_ID – Identifier for a person in the C-IV system.
 - c. OLD_COUNTY_CODE – Original county code of the voice print.
 - d. NEW_COUNTY_CODE – The county code where the voice print will move.
 - e. LANG_CODE – The language code user selects at the time of calling.
2. Create a CTCR to create the new Codes Category for the IVR Transaction Type Code. Currently, it will have only one value (Move Voiceprint).
 3. Create a new batch job that will move IVR voiceprints.
 - a. Retrieve all IVR transactions from the IVR_TRANSACT table with a type code of “Move Voiceprint”.
 - b. For each transaction:
 - i. Invoke Nuance webservice that will move the voiceprint from the old county to the new county.
 - ii. Update the IVR_PERS table with the new county code only if the Move is Successful.
 - iii. If an error occurs during either of the two previous steps, add the transaction to the list of skipped records.
 - iv. Invoke Nuance webservice to delete the Voice Print from the old county only if Move is Successful.
 - v. Remove the processed transaction from the IVR_TRANSACT table.
 - c. If there are any skipped records, send an email to CC.Support@calaces.org. Include the PERS_ID, old county code and new county code for each skipped record.
 4. Create a DBCR to add County code column to the IVR_PERS table. This column will be used to track what County the caller enrolled their voice with.
 5. Update the existing IVRWebService request personLookupWebService to return the value of COUNTY_CODE in from IVR_PERS table.
 - a. Update the CVP Application code to authenticate to the Nuance Voice scope from the COUNTY_CODE and not the county that matches IVR Phone number only if the County Codes does not Match.
 - b. If the COUNTY_CODE does not match the County of the IVR application they called into, insert a move voiceprint request into the IVR_TRANSACT table with all required information.
 6. Update the existing IVRWebService request updateBvpInfoWebService to update the COUNTY_CODE column with the County code of the IVR they called into when a caller enrolls their voice print.

2. ETC Change:

Before:

Batch/Interfaces ETC 1: 0

System Test Support ETC 1: 60

After:

Batch/Interfaces ETC 1: 70

System Test Support ETC 1: 75

3. Release Change:

Before: 18.11

After: 19.07

DRAFT

[CIV-101987] [Update SAR7 Sent Text Message for Tutorial](#) Created: 08/14/2018 Updated: 10/10/2018

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	A "SAR 7 Sent" text message was created with SCR 100050. This SCR contains a link to a SAR 7 tutorial that is available on C4Yourself.com
Request:	Addition text is necessary on the message to inform customers what the link is for.
Recommendation:	<p>Update the SAR 7 Sent text message to the following:</p> <p>1)English: C4Yourself Text</p> <p>Your SAR7 has been sent. It's due by the 5th of this month. Visit C4Yourself.com/s7 for instructions. Questions? (844) 859-2100</p> <p>2)Spanish: C4yourself Text</p> <p>Su SAR7 ha sido enviado. Esta previsto para el 5 de este mes. Visita C4Yourself.com/s7 para obtener instrucciones Preguntas? (844) 859-2100</p>
Committee / WorkGroup:	IVR & Contact Center
Submitted to Committee:	08/22/2018
Approved by Committee:	08/22/2018
Region 1:	Yes
Region 2:	Yes
Region 3:	Yes
Region 4:	Yes
Region 5:	Yes
Region 6:	Yes
Region 7:	Yes
Region 8A:	Yes
Region 8B:	Yes
Region 8C:	Yes

[CIV-102240] [Create Custom Text Messaging Campaigns](#) Created: 09/13/2018 Updated: 02/12/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Text messages sent to customers are predefined text campaigns.
Request:	Counties need to be able to send out mass informational text messages to customers
Recommendation:	Create functionality to enable custom informational text message campaigns.

DRAFT

[CIV-102355] [San Bernardino Only - Modify Web Chat Survey](#) Created:

09/28/2018 Updated: 11/29/2018

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Current Web Chat Survey is available
Request:	San Bernardino has requested updates to the Web Chat Survey
Recommendation:	1. Update the Web Chat Survey

DRAFT

[CIV-102442] [CO-1072-2018 -Update Address in IVR for Chico Office & C4Yourself](#) Created: 10/09/2018 Updated: 11/29/2018

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Butte Counties Chico Office is at 2445 Carmichael, Chico, CA
Request:	Change the Chico Office address in the counties IVR and in C4Yourself from 2445 Carmichael to 765 East Ave, Suites 120 and 200, Chico CA
Recommendation:	<ol style="list-style-type: none">1. Update the IVR to reflect new street address for Chico Office to 765 East Ave, Suites 120 and 200, Chico, CA2. Update C4Yourself with the Chico Office new address of 765 East Ave, Suites 120 and 200, Chico, CA

DRAFT

[CIV-103539] [Migrate Marin County IVR to Amazon Connect](#) Created: 02/22/2019 Updated: 02/26/2019

Status:	New
Project:	C-IV
Fix Version/s:	19.11
Type:	SCR

Current Design:	Currently the Marin County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103540] [Create Customized Call Control Panel for Amazon Connect](#) Created:

02/22/2019 Updated: 02/25/2019

Status:	Committee Review
Project:	C-IV
Fix Version/s:	19.11
Type:	SCR
Current Design:	Currently staff in the Contact Centers use Cisco Finesse to receive and handle calls.
Request:	Recreate the functionality of Cisco Finesse as a customized Call Control Panel for Amazon Connect.
Recommendation:	1) Create a new Call Control Panel that mirrors the functionality of Cisco Finesse.

DRAFT

[CIV-103666] Migrate Riverside County IVR to Amazon Connect Created:

03/20/2019 Updated: 03/20/2019

Status:	Design in Progress
Project:	C-IV
Fix Version/s:	19.11
Type:	SCR
Current Design:	Currently the Riverside County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103667] [Migrate Kern County IVR to Amazon Connect](#) Created: 03/20/2019 Updated: 03/20/2019

Status:	Design in Progress
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Kern County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103668] [Migrate Sutter County IVR to Amazon Connect](#) Created: 03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Sutter County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103669] [Migrate Yuba County IVR to Amazon Connect](#) Created: 03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Yuba County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103670] [Migrate Butte County IVR to Amazon Connect](#) Created: 03/20/2019 Updated:
03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Butte County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103671] [Migrate Shasta County IVR to Amazon Connect](#) Created: 03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Shasta County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103672] Migrate San Bernardino County IVR to Amazon Connect Created:

03/20/2019 Updated: 03/20/2019

Status:	Design in Progress
Project:	C-IV
Fix Version/s:	20.02
Type:	SCR
Current Design:	Currently the San Bernardino County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103673] [Migrate Humboldt County IVR to Amazon Connect](#) Created:

03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Humboldt County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103674] Migrate Stanislaus County IVR to Amazon Connect Created:

03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Stanislaus County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103675] [Migrate Monterey County IVR to Amazon Connect](#) Created:

03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Monterey County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103676] [Migrate Kings County IVR to Amazon Connect](#) Created: 03/20/2019 Updated:
03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Kings County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CIV-103677] Migrate Regional Contact Center IVR to Amazon Connect Created:

03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Regional Contact Center IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Modify existing RCC OBIEE Dashboards to function in Amazon Connect

DRAFT

[CIV-103678] [Migrate Outbound Calling Campaigns to Amazon Connect](#) Created:
03/20/2019 Updated: 03/20/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Regional Contact Center IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.

DRAFT

[CIV-103679] Migrate Non-Contact Center County IVRs to Amazon Connect

Created: 03/20/2019 Updated: 03/21/2019

Status:	New
Project:	C-IV
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently the Kings County IVR is on the Cisco UCCE Platform
Request:	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
Recommendation:	<ol style="list-style-type: none">1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.2) Recreate all IVR Web Service interactions using AWS Lambda.

DRAFT

[CA-49842] [Change all outbound calls data file format to accommodate participant appointment date/time.](#) Created: 01/19/2018 Updated: 02/14/2019

Status:	Design in Progress
Project:	CalACES
Fix Version/s:	20.01
Type:	SCR
Current Design:	<p>Below is the current format of the outbound call data file layout.</p> <p>Phone 1 Message Number First name Last Name Account Number - (Appt Date, Language, District, EW File, Case Number, Cycle) Appt Date.</p>
Request:	<p>This change relates to the formatting and content of the data file provided by ESD to ITD running outbound call campaigns those relates to appointment dates or any reminder date and time.</p>
Recommendation:	<p>Here are the proposed changes on to the Outbound files:</p> <ol style="list-style-type: none"> 1.The file format can be used for all the campaigns including the campaigns those don't have any appointment date/time 2.The campaigns with no appointment date/time requirement have please have the date and time field filled with character '0'. 3.As stated in the document we are getting rid of the field name -Appt Date - in the data file and making the appointment date and time part of Account number field (30 char long) 4.The length of Account number filed remains unchanged = 30. <p>Remove Appt Date (current last field). Within the Account Number field, use the following new layout (Language, District, EW File, Case Number, Appt Date (8), Appt Time (4).</p>
Committee / Work Group:	IVR & Contact Center
Submitted to Committee:	10/23/2018
Approved by Committee:	10/23/2018
M&E Approval:	03/01/2017
Region 1:	Yes
Region 2:	Yes
Region 3:	Yes

Region 4:	Yes
Region 5:	Yes
Region 6:	Yes
Region 7:	Yes
Region 8A:	Yes
Region 8B:	Yes
Region 8C:	Yes
Region 8D:	Yes

DRAFT

[CA-51951] [CSC Tasks Data Extraction](#), Created: 01/19/2018 Updated: 02/19/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently, there is no interface between LRS and Kana to check the status of CSC tasks. As temporary solution, a manual weekly data pull is performed and sent to ITD for task reconciliation.
Request:	If there is work going on with the LRS task server, the task status between Lagan and LRS can go out of sync and missing tasks can occur. Although currently a manual weekly task reconciliation process is in place, it is not quick enough.
Recommendation:	<p>A daily automated CSC task data pull made available to LAGAN via ITD will allow for a daily CSC task reconciliation between Lagan and LRS. To send two files in csv format.</p> <p>1) CSCOpenTasksmmddyyyy.csv -> This is a list of all the open CSC tasks</p> <p>CSCOpenTasksmmddyyyy.csv file will consist of the following columns: CASE NUMBER TASK TYPE CSC TICKET NUMBER CSC TASK ID CREATED DATE DUE DATE</p> <p>2) CSCTaskClosuresmmddyyyy.csv -> This is the list of all the CSC tasks that were closed yesterday (12:00AM - 11:59:59PM). The date portion is dynamic, consisting of the date of the task closure and not the date of the data extraction. This file will consist of the following columns:</p> <p>CASE NUMBER TASK TYPE CSC TICKET NUMBER CSC TASK ID CREATED DATE COMPLETED DATE STATUS</p>

[CA-52394] [Modify Outbound Call Inbound Result File Processing Program to recognize new result code value '00'](#). Created: 01/19/2018 Updated: 02/19/2019

Status:	In Development																																																								
Project:	CalACES																																																								
Fix Version/s:	19.09																																																								
Type:	SCR																																																								
Current Design:	Currently, LRS doesn't recognize Inbound result code '00'.																																																								
Request:	If the result code of a campaign is not recognized by the program, the LRS case might not have the correct data for outbound calls.																																																								
Recommendation:	<p>Update LRS to recognize the '00' result code on all the outbound call return files. Below is a copy of the Result Code Values and Descriptions Record description on case journal notes only for those values highlighted in yellow.</p> <p>Call Result Code Values and Descriptions</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Dialer has not yet attempted to contact that customer record</td> </tr> <tr> <td>2</td> <td>Error condition while dialing</td> </tr> <tr> <td>3</td> <td>Number reported not in service by network</td> </tr> <tr> <td>4</td> <td>No ring back from network when dial attempted</td> </tr> <tr> <td>5</td> <td>Operator intercept returned from network when dial attempted</td> </tr> <tr> <td>6</td> <td>No dial tone when dialer port went off hook</td> </tr> <tr> <td>7</td> <td>Number reported as invalid by the network</td> </tr> <tr> <td>8</td> <td>Customer phone did not answer</td> </tr> <tr> <td>9</td> <td>Customer phone was busy</td> </tr> <tr> <td>10</td> <td>Customer answered and was connected to agent</td> </tr> <tr> <td>11</td> <td>Fax machine detected</td> </tr> <tr> <td>12</td> <td>Answering machine detected</td> </tr> <tr> <td>13</td> <td>Dialer stopped dialing customer due to lack of agents or network stopped dialing before it was complete</td> </tr> <tr> <td>14</td> <td>Customer requested callback</td> </tr> <tr> <td>16</td> <td>Call was abandoned by the dialer due to lack of agents</td> </tr> <tr> <td>17</td> <td>Failed to reserve agent for personal callback.</td> </tr> <tr> <td>18</td> <td>Agent has skipped or rejected a preview call or personal callback call.</td> </tr> <tr> <td>19</td> <td>Agent has skipped or rejected a preview call with the close option</td> </tr> <tr> <td>20</td> <td>Customer has been abandoned to an IVR</td> </tr> <tr> <td>21</td> <td>Customer dropped call within configured abandoned time</td> </tr> <tr> <td>22</td> <td>Mostly used with TDM switches- network answering machine, such as a networkvoicemail</td> </tr> <tr> <td>23</td> <td>Number successfully contacted but wrong number</td> </tr> <tr> <td>24</td> <td>Number successfully contacted but reached the wrong person</td> </tr> <tr> <td>25</td> <td>Dialer has flushed this record due to a change in the skill group or the campaign</td> </tr> <tr> <td>26</td> <td>The number was on the do not call list</td> </tr> <tr> <td>27</td> <td>Call disconnected by the carrier or the network while ringing</td> </tr> <tr> <td>28</td> <td>Dead air or low voice volume call</td> </tr> </tbody> </table>	Value	Description	0	Dialer has not yet attempted to contact that customer record	2	Error condition while dialing	3	Number reported not in service by network	4	No ring back from network when dial attempted	5	Operator intercept returned from network when dial attempted	6	No dial tone when dialer port went off hook	7	Number reported as invalid by the network	8	Customer phone did not answer	9	Customer phone was busy	10	Customer answered and was connected to agent	11	Fax machine detected	12	Answering machine detected	13	Dialer stopped dialing customer due to lack of agents or network stopped dialing before it was complete	14	Customer requested callback	16	Call was abandoned by the dialer due to lack of agents	17	Failed to reserve agent for personal callback.	18	Agent has skipped or rejected a preview call or personal callback call.	19	Agent has skipped or rejected a preview call with the close option	20	Customer has been abandoned to an IVR	21	Customer dropped call within configured abandoned time	22	Mostly used with TDM switches- network answering machine, such as a networkvoicemail	23	Number successfully contacted but wrong number	24	Number successfully contacted but reached the wrong person	25	Dialer has flushed this record due to a change in the skill group or the campaign	26	The number was on the do not call list	27	Call disconnected by the carrier or the network while ringing	28	Dead air or low voice volume call
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[CA-57648] [CalFresh Solicitation Campaign Outbound Call](#) Created: 01/19/2018 Updated: 02/19/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	This is a new request
Request:	Need to send an outbound call to inform Medi-Cal Only (MAO) households that they may qualify for CalFresh. The outbound call will be made to potentially CalFresh eligible MAO households in English and all threshold languages.
Recommendation:	Using the existing outbound call process, this is to create a new campaign for MAO households are identified as being potentially eligible for CalFresh based on household income and composition in the Medi-Cal and they have completed Medi-Cal Redetermination.

DRAFT

[CA-201378] [DDCR 10003: Regression Test External Systems at CalACES Migration](#) Created: 03/12/2018 Updated: 02/13/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Request:	<p>The CONTRACTOR shall regression test the external systems to the CalACES Software that are not being combined through Migration:</p> <ol style="list-style-type: none">1) IVR (Inbound and Outbound)2) Visual IVR3) Contact Center4) Lobby Management5) Imaging <p>The CONTRACTOR shall provide a report to the CONSORTIUM that regression testing was successfully completed and has met all applicable requirements and Specifications.</p>
Migration Impact:	Yes
Migration Impact Description:	<p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p> <p>Per DDID #1782, the CONTRACTOR shall regression test the external systems to the CalACES Software that are not being combined through Migration:</p> <ol style="list-style-type: none">1) IVR (Inbound and Outbound)2) Visual IVR3) Contact Center4) Lobby Management5) Imaging <p>The CONTRACTOR shall provide a report to the CONSORTIUM that regression testing was successfully completed and has met all applicable requirements and Specifications."</p>

[CA-201457] [DDCR 5055: CO-070: Call Log - Add message center capabilities to Call Log Detail page](#) Created: 03/14/2018 Updated: 02/05/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	TBD
Recommendation:	TBD
Migration Impact Description:	Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.

DRAFT

[CA-201474] DDCR 5011: CO-070: Update Call Log Detail and List Page Created:

03/14/2018 Updated: 02/05/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	<p>Taken from C-IV SCR 6247:</p> <p>1) Update the Call Log Detail page (mock-up attached).</p> <p>a) Add Primary Call Reason drop-down</p> <p>i) “Primary Call Reason” is a mandatory field</p> <p>ii) Only one selection allowed</p> <p>iii) Contains the following options</p> <ul style="list-style-type: none">Application StatusAppointment Future – CancelAppointment Future – ConfirmAppointment Future – NewAppointment Future – QuestionAppointment Future – RescheduleAppointment Past – QuestionAppointment Past – RescheduleBenefits (NOA) – Denial or DiscontinuanceBenefits (NOA) – ReductionBenefits (NOA) – OtherBIC ReplacementChange of AddressChange of EmploymentChange of HouseholdChange of IncomeDocument – Request or QuestionDocument StatusEBT Card ReplacementNew ApplicationNone of the above <p>iv) When “None of the Above” or “Benefits (NOA) – Other” options are selected, a text box will display entitled "Other Reason", this will be a mandatory field.</p> <p>Display the following validation message: Other Reason- Field is required. Please enter a value.</p> <p>Note: The maximum size limit for this field will be 150 characters.</p> <p>b) Rename “Call type” to “Call Type/Call Action”</p> <p>i) This section will no longer be mandatory (remove validation message).</p> <p>c) Add the following new options to the Call Type/Call Action:</p>

	<p>Other Agency/Resources Phone Number Update Notice of Action</p> <p>d) Add the following Validation Message for "Primary Call Reason":</p> <ul style="list-style-type: none"> • Primary Call Reason- Field is required. Please enter a value. <p>2) Update the Call Log List page/Search (mock-up attached).</p> <p>a) Add search parameter "Primary Call Reason".</p> <p style="padding-left: 20px;">i. Multiple selection available</p> <p>b) Updating tool tip to display "primary call reason".</p> <p style="padding-left: 20px;">Note: Tool tip currently displays Call Types. With the implementation of this SCR previous call logs will not display the tool tip if there is no Primary Call Reason.</p> <p>c) Update "Call type" to "Call Type/Call Action"</p> <p>3) Update the Page Mapping for the Call Log Detail and Call Log List pages.</p> <p>4) Reports:</p> <p>a. Update the column CALL_TYPE_WID of the table RCC_W_CALL_TRACK_BRIDGE to be not required.</p> <p>b. Update the logic to include calls with no call type and display as 'NA'.</p>
Recommendation:	TBD
Migration Impact Description:	<p>LRS does not use/update the Call Log functionality. This SCR supports the Predictive Handling Functionality in San Bernardino IVR.</p> <p>-----</p> <p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p>

[CA-201491] DDCR 5074: CO-070: Add character countdown to Call Log when Saving a Task Created: 03/15/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	Taken from C-IV SCR 9022: 1) Add a character countdown to the long description so that the Worker knows when they have reached the 2,000 character limit. See Screenshot SCR9022_CallLog.png 2) Only allow the worker to enter 2000 characters in the long description field.
Recommendation:	TBD
Migration Impact Description:	LRS does not use/update the Call Log functionality. This SCR prevents UEID from occurring. ----- Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.

DRAFT

[CA-201644] [IVR/CC: CO-070: Call Log Reports Enhancements](#) Created:

03/21/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	LRS currently does not have this dashboard
Request:	TBD
Recommendation:	TBD

DRAFT

[CA-201657] [OBIEE: Apply Oracle Patch to OBIEE](#) Created: 03/21/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	TBD
Recommendation:	TBD

DRAFT

[CA-201773] [DDCR 4054 CO-070 IVR: Log Outbound Call Attempts to Customer Contact History](#) Created: 03/29/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	TBD
Recommendation:	TBD
Migration Impact Description:	<p>Per DDID #1237 in the SOW, the automatic outbound calls will occur for the 7 C-IV Regions at the time of migration. However, the call log changes are not being implemented in LRS, therefore this SCR should be evaluated and prioritized for migration impacts.</p> <p>-----</p> <p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p>

DRAFT

[CA-201960] [DDCR 4095: CO-070: IVR/Contact Center: Update Call Log List Page with Date Range](#) Created: 04/09/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	TBD
Recommendation:	TBD
Migration Impact Description:	<p>DDCR Review Decision = SCR Recommendations (Modify Existing LRS Functionality, Migrate C-IV Functionality) DDCR Priority = Low Priority Reason = LRS does not have date range capability where C-IV does and does not now use Call Log. This could affect business processes depending on outstanding business decisions for CalSAWS. However, at this time, it is most likely a Nice to Have situation.</p> <p>----- Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p>

DRAFT

[CA-201969] [DDCR 5092: CO-070: IVR/Contact Center: Display the Last 5 Contact and Visit Types on the Call Log](#) Created: 04/09/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	TBD
Recommendation:	TBD
Migration Impact Description:	Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.

DRAFT

[CA-201970] [DDCR 5093: Create a Batch Job to Update the Status for Pending Text Message Verifications](#) Created: 04/09/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	<p>Taken from C-IV SCR 7788: Create a batch job to update the Opt-In status for text message notifications when the verification is not received in 3 days:</p> <ol style="list-style-type: none">1) PB00YXXX - Text Message Verification Not Received2) This job will run Monday through Saturday each week except for C-IV System batch holidays3) Text Message "Opt-In" will be updated to "Opt-Out"4) Text Message Status will be updated from "Pending Verification" to "No Response"5) Create a journal entry when the status is updated:<ol style="list-style-type: none">a) Type: Narrativeb) Short Description: {person Name} Text Notification Changed.c) Long Description: Contact Detail Text Notification was updated to: Opt-Out; Phone Number updated to: {phone Number};Current Text Message Status: No Response; Name: {person Name}
Recommendation:	TBD
Migration Impact Description:	<p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p> <p>DDID #1784 accounts for updating the new system to support both the C-IV and LRS Text Messaging solutions. However, this SCR is adding new functionality to utilize the Text Messaging solution. This new functionality is not covered by any DDID. This SCR cleans up opt-in/out-process. Preventing indefinite "pending" status on the text message opt-in process.</p>

[CA-201972] [DDCR 3177: Add validation to Call Log Detail to restrict cases within Caller's county](#) Created: 04/09/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	<p>Taken from C-IV SCR 50318:</p> <p>1) Update the Call Log Detail page to show a validation message if the case number does not belong in the selected "Caller's County of Residence" field. This validation will occur when the Case Number is entered on the Call Log page.</p> <p>a) Validation Message: Case Number - This Case Number is not valid for the selected county.</p> <p>Taken from CIV-7477:</p> <p>The Case Number does not pre-populate on the Call Log List or Contact Detail page when in Case Context.</p> <p>1. Update the Call Log List page so it will pre-populate with the Case Number that the User is currently viewing.</p> <p>2. When clicking the Add button from Call Log List it will carry over to the Call Log Detail page, as it does currently.</p> <p>3. If there is no Case Context then the Case Number will remain blank on the Call Log Detail page.</p>
Recommendation:	TBD
Migration Impact Description:	<p>DDIDs #614 and #1487 account for various updates to the Call Log pages. However, the new validation message added with this SCR is not covered by any DDID. This SCR is related original implementation of Call Log page.</p> <p>-----</p> <p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p>

[CA-201974] [DDCR 3179: CO-070 - Call Log Detail Page Enhancements Part 1](#)

Created: 04/09/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	TBD
Request:	<p>Taken from C-IV SCR 55907:</p> <ol style="list-style-type: none">1. For non-Covered California calls, auto-populate the case number field when the Call Log Detail pages opens.<ol style="list-style-type: none">a. The case number will remain editable so that the worker can make changes if necessary. <p>Note: If a customer does not enter a case number, then the case number field would remain blank.</p> <ol style="list-style-type: none">4. Add the following programs to the Other Requested Programs section:<ol style="list-style-type: none">a. CFETb. AAPc. Kin-GAPd. Other County
Recommendation:	TBD
Migration Impact Description:	<p>DDIDs #614 and #1487 account for various updates to the Call Log pages. However, the functionality to auto-populate the page on load is not covered by any DDID. Also, the updates to "Other Requested Programs" section. This SCR is related to CSC functionality. This ensure RCC and CSC functionality is aligned.</p> <p>-----</p> <p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p>

[CA-202020] [DDCR 5095 and 5096: Migrate C-IV Proactive text message functionality in County Purchase SB-12-2017](#) Created: 04/10/2018 Updated: 03/11/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	C-IV implemented text messages for SB-12-2017
Request:	Migrate in SB-12-2017
Recommendation:	TBD
Migration Impact Description:	<p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p> <p>C-IV has implemented many changes within the C-IV system and C4Yourself to enhance the text messaging functionality to be proactive. This functionality is not present in LRS and needs to be evaluated and prioritized for CalACES.</p>

DRAFT

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	Users residing in a county with a Customer Service Center have access to detailed inbound Interactive Voice Response (IVR) data through EGain. Summary reports containing inbound and outbound IVR information are manually generated and sent to the Regional Project Managers via the project status report on a bi-monthly basis.
Request:	The automated system does not contain any reports that contain IVR Inbound/Outbound information. The manual process to generate and distribute monthly reports for each county is tedious and time consuming. Implement an automated IVR Inbound/Outbound report to alleviate the manual processing.
Recommendation:	<ol style="list-style-type: none">1. Implement an On-Request IVR Inbound/Outbound Report that will contain the following:<ol style="list-style-type: none">a. A summary of Inbound IVR calls broken down by day, language and call optionb. A summary of Outbound IVR call attempts broken down by day, answered/unsuccessful, language and call reason.c. A worksheet containing the supporting details of the Outbound IVR information as displayed in the Outbound IVR Summary.2. Implement a report parameter page for the IVR Inbound/Outbound Report that will contain a Begin Date and End Date parameter that will allow the user to execute a report for a specific time frame.3. Implement the IVR Inbound/Outbound Report as Subscribable. This will allow the users to set up a subscription to the report with a specific recurrence. The subscription functionality will also allow the users to opt-in to e-mail notifications once one of the reports subscribed to executes.4. Implement a process to transfer IVR Inbound statistical information from the IVR database to the C-IV production database for reporting.5. Update the Reports Overview in Online Help to include the IVR Inbound/Outbound Report. <p>Please reference the attached detailed design document for the specifics of the IVR Inbound/Outbound Report.</p>

[CA-203995] Migration Gap: Contact Detail Page Voice Print Button Created:
08/10/2018 Updated: 02/19/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	*** Logging this SCR to track the migration gap created by CIV-12270, no action expected on this SCR until prioritized for migration ***
Request:	Add a Voice Print field to the Contact Detail page, to assist with the removal of voice prints from the system. This request is dependent on voice print implementation.
Recommendation:	<p>1) Modify the Contact Detail page to include a new field that indicates if the customer has a recorded Voice Print. If they do, a 'Clear' button is displayed to Users with the appropriate security rights. Clicking the 'Clear' button marks the Voice Print for deletion, and creates a journal entry.</p> <p>2) Modify IVR web services to delete Voice Print recordings in Nuance, when a Voice Print has been marked for deletion.</p> <p>Security Impact: Please refer to the design document and security matrix attached to this SCR for additional details.</p> <p>3) Update the Contact Detail page Online Help page.</p> <p>4) Update the Interactive Voice Response job aid.</p>
Migration Impact Description:	<p>Contact Center/Call Log functionality is currently not in scope for migration and therefore this SCR will need to be re-evaluated once direction for this functionality has been defined.</p> <p>Closes gap from CIV-12270.</p>

[CA-204420] [SAR 7 Texting Campaign](#) Created: 08/30/2018 Updated: 02/14/2019

Status:	Design in Progress
Project:	CalACES
Fix Version/s:	20.03
Type:	SCR
Request:	<p>The number of Cal Fresh discontinuances for SAR 7 continues to increase since July 2017 in Los Angeles County. This is impacting the overall CalFresh Participation Rate. In order to determine the reasons customers, fail to submit their SAR 7, Los Angeles conducted district office visits to speak to customers. Most of the customers we spoke to expressed they would like to be informed about their case by either phone call or text. Customer also stated they would like to receive reminder text messages related to the SAR 7. Currently, Los Angeles has one SAR 7 text message being sent to customers. The existing message informs the customer that their SAR 7 has not been received.</p>
Recommendation:	<p>In an effort to increase the Statewide CalFresh Participation Rate, Los Angeles~ County would like to implement seven Text Message Campaigns. Our recommendations are as follows:</p> <ul style="list-style-type: none">• Add additional automated text messaging services informing customers of their SAR 7 reporting responsibilities (c;pp attached SAR 7 Texting Campaign Chart)• Send text messages to customers who opted-in for text messaging on the CF 285, CF 37 or via YBN.• Implement a text notification report that contains text message statistics. o Data will contain: Case Number, Case Name, language, Status (Sent or Undeliverable), date and texts reason.

[CA-204425] [SAR 7 E-mail Campaign & Report](#) Created: 08/30/2018 Updated: 03/04/2019

Status:	Test Complete
Project:	CalACES
Fix Version/s:	19.07
Type:	SCR
Request:	<p>The number of CalFresh discontinuances for SAR 7 continues to increase since July 2017 in Los Angeles County. This is impacting the overall CalFresh Participation Rate.</p> <p>In order to determine the reasons customers, fail to submit their SAR 7, Los Angeles conducted district office visits to speak to customers. Most of the customers we spoke to expressed they would like to be informed about their case by either phone call, text, and/or e-mail. Customer also stated they would like to receive email reminders related to the SAR 7. Currently, Los Angeles has one SAR 7 email being sent to customers. The existing message informs the customer that their SAR 7 has been received and it is being processed</p>
Recommendation:	<ul style="list-style-type: none">• Add additional automated e-mail services informing customers of their SAR 7 reporting responsibilities (see attached SAR 7 E-mail Campaign Chart)• Send an e-mail to customers who opted-in for e-mail messaging on the CF 285, CF 37 or via YBN.• Implement an e-mail notification report that contains e-mail message statistics. - Report Track.<ul style="list-style-type: none">o Data will contain: Case Number, Case Name, Program, Language, Status (Sent or Undeliverable), date and e-mail reason

[CA-204429] [SAR 7 Outbound Calls, journal entry and report](#) Created: 08/30/2018 Updated: 02/14/2019

Status:	System Test
Project:	CalACES
Fix Version/s:	19.07
Type:	SCR
Request:	<ul style="list-style-type: none">• Add additional automated outbound call services informing customers of their SAR 7 reporting responsibilities (see attached SAR 7 Outbound Call Campaign Chart)• Send an outbound call to all customers where a SAR 7 is generated for their case.• Implement an outbound call notification report that contains outbound call statistics.<ul style="list-style-type: none">o Data will contain: Case Number, Case Name, Program, Language, Status (Connected or Not Connected), date and outbound call reason. <p>Journal entry to record call results from ITD.</p>
Recommendation:	<ul style="list-style-type: none">• Add additional automated outbound call services informing customers of their SAR 7 reporting responsibilities (see attached SAR 7 Outbound Call Campaign Chart)• Send an outbound call to all customers where a SAR 7 is generated for their case.• Implement an outbound call notification report that contains outbound call statistics.<ul style="list-style-type: none">o Data will contain: Case Number, Case Name, Program, Language, Status (Connected or Not Connected), date and outbound call reason. <p>Journal entry to record call results from ITD.</p>

[CA-206611] Outbound Call Campaign for CalWORKs/CalFresh Redeterminations Created: 01/31/2019 Updated: 02/14/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	One Outbound call reminder is sent to customer reminding them that they must complete their telephone interview to continue their eligibility and an appointment letter was previously mailed with the appointment date and time.
Request:	To add additional automated outbound call services informing customers of their CalFresh Recertification and CalWORKs/CalFresh Redetermination reporting responsibilities
Recommendation:	<ul style="list-style-type: none">* Send an outbound call to all customers where a CalFresh Recertification and CalWORKs/CalFresh Redetermination is generated for their case.• Implement an outbound call notification report that contains outbound call statistics.* Data will contain: Case Number, Case Name, Program, Language, Status (Connected or Not Connected), date and outbound call reason.

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[CA-206692] [Update YBN url for Text and Email Campaigns](#) Created: 02/06/2019 Updated: 02/14/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	outbound campaign is currently using YBN's old URL. outbound email and text need to be updated.
Request:	Where applicable, the YBN URL needs to be updated for the text and email campaigns from old URL to yourbenefits.laclrs.org
Recommendation:	Update the old YBN URL for all text and email campaigns to yourbenefits.laclrs.org

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[CA-207774] [Implement CalFresh Recertification and CalWORKs/CalFresh Redetermination Email Campaigns](#) Created: 04/05/2019 Updated: 04/12/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Request:	<p>In an effort to increase the Statewide CalFresh Participation Rate, Los Angeles County would like to implement four E-mail Campaigns. Our recommendations are as follows:</p> <ul style="list-style-type: none"> • Add automated e-mail services informing customers of their Recertification reporting responsibilities (see attached CalFresh Recertification Campaign Chart) • Send an e-mail to customers who opted-in for e-mail messaging on the CF 285, CF 37 or via YBN. • Implement an e-mail notification report that contains e-mail message statistics. <ul style="list-style-type: none"> o Data will contain: Case Number, Case Name, Program, Language, Status (Sent or Undeliverable), date and e-mail reason.
Recommendation:	<p>In an effort to increase the Statewide CalFresh Participation Rate, Los Angeles County would like to implement four E-mail Campaigns. Our recommendations are as follows:</p> <ul style="list-style-type: none"> • Add automated e-mail services informing customers of their Recertification reporting responsibilities (see attached CalFresh Recertification Campaign Chart) • Send an e-mail to customers who opted-in for e-mail messaging on the CF 285, CF 37 or via YBN. • Implement an e-mail notification report that contains e-mail message statistics. <ul style="list-style-type: none"> o Data will contain: Case Number, Case Name, Program, Language, Status (Sent or Undeliverable), date and e-mail reason.

[CA-207775] Implement CalFresh Recertification and CalWORKs/CalFresh Redetermination Text Campaigns Created: 04/05/2019 Updated: 04/12/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Request:	<p>o implement four CalFresh Recertification text message campaigns for Los Angeles County. Our recommendations are as follows:</p> <ul style="list-style-type: none"> • Add automated text messaging services informing customers of their Recertification reporting responsibilities (see attached CalFresh Recertification Texting Campaign Chart). • Opt-in all customers for text messaging and provide an option for to opt-out. • Implement a text notification report that contains text message statistics. <ul style="list-style-type: none"> o Data will contain: Case Number, Case Name, Language, Status (Sent or Undeliverable), date and texts reason.
Recommendation:	<p>To implement four CalFresh Recertification text message campaigns for Los Angeles County. Our recommendations are as follows:</p> <ul style="list-style-type: none"> • Add automated text messaging services informing customers of their Recertification reporting responsibilities (see attached CalFresh Recertification Texting Campaign Chart). • Opt-in all customers for text messaging and provide an option for to opt-out. • Implement a text notification report that contains text message statistics. <ul style="list-style-type: none"> o Data will contain: Case Number, Case Name, Language, Status (Sent or Undeliverable), date and texts reason.

[CA-208919] Create Customized Call Control Panel for Amazon Connect Created:
06/12/2019 Updated: 06/13/2019

Status:	New
Project:	CalACES
Fix Version/s:	TBD
Type:	SCR
Current Design:	Currently staff in the Contact Centers use Cisco Finesse to receive and handle calls.
Request:	<p>Recreate the functionality of Cisco Finesse as a customized Call Control Panel for Amazon Connect.</p> <ol style="list-style-type: none">1) The system must require a login to protect data and the call controls<ol style="list-style-type: none">a) The agent must be able to provide login credentials i.e. username and password2) Agent must be able to select<ol style="list-style-type: none">a) Login as a mobile or regular agentb) Mobile agent mode i.e. "call by call" or "nailed connection"c) Mobile Agent "Dial Number"3) The main screen must display:<ol style="list-style-type: none">a) The logged in agent's username or IDb) Logged in Agents extension or Mobile Agent Dial Numberc) Agent's status4) Agent Status must be "Not Ready - Unavailable" when first logged in5) Agent must be able to select a status e.g. Ready, Not Ready - Unavailable, Not Ready - Break, etc.6) On an incoming call, information collected in the IVR must be displayed for the agent:<ol style="list-style-type: none">a) Languageb) Countyc) Case #d) Customer Namee) Primary Flagf) Call Reasong) IVR Timeh) Authenticated status i.e. Yes/No & method of authentication i.e. Voice or Case # & Pin7) Visual IVR interaction information must be displayed for customers/counties using Visual IVR (currently CO 36 only).8) A C-IV system window must open (pop) on an incoming call.9) The following information (when available from the IVR) must be pre-filled in the popped C-IV window:<ol style="list-style-type: none">a) Worker IDb) Date/timec) Languaged) County

- e) Case number
- f) Call back number
- 10) The agent must be able to add a message for outgoing transfers to another agent.
- 11) On an incoming call, any transfer message must be displayed for the new agent.
- 12) Agent call controls must include:
 - a) Direct Dial an outbound call by on-screen keyboard or by manually entering digits
 - b) Make a new call by contact list
 - c) Search for a contact in a list of contacts i.e. other queues, agents, supervisors
 - d) Contact list(s) must be sortable
 - e) Contact list(s) must hold:
 - i) Source i.e. phone book
 - ii) First and Last Name
 - iii) Number
 - iv) Notes
- 13) Agent must be able to display/view queue statistics:
 - a) Queue Name
 - b) Number of calls
 - c) Max Time
 - d) Ready
 - e) Not Ready
 - f) Active in
 - g) Active out
 - h) Active other
 - i) Wrap Up Ready (Pending)
 - j) Wrap Up Not Ready (Pending)
- 14) Agent must be able to display/view today's Agent statistics:
 - a) Time Ready
 - b) Time Not Ready
 - c) Inbound Calls Handled
 - d) Inbound Calls Handle Time
 - e) Outbound Calls Handled
 - f) Outbound Calls Handle Time
 - g) Number of Internal Calls
 - h) Internal Calls Time
- 15) The system must be able to display information about the agent statistics i.e. last time data was refreshed.
- 16) Agent must be able to request older agent statistics data be refreshed on demand.
- 17) The main screen must allow access to frequently used external web links e.g.
 - a) eGain Reports
 - b) Live Chat

	<ul style="list-style-type: none">c) WM Supervisor Linkd) Nice Portale) WFM Agent Link <p>18) The main screen must be able to display a "Message of the Day" as set by an administrator/manager.</p>
Recommendation:	1) Create a new Call Control Panel that mirrors the functionality of Cisco Finesse.

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