

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.01
<b>Type:</b>	SCR
<b>Current Design:</b>	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 The current 'SAR 7 Sent' text message states the following: English: Your SAR 7 has been sent. It's due by the 5th of this month. C4Yourself.com/S7 Spanish: Su SAR 7 ha sido enviado. Esta previsto para el 5 de este mes. C4Yourself.com/S7
<b>Request:</b>	Update text message to inform customers what the link is for.
<b>Recommendation:</b>	1. Change the message text for the 'SAR 7 Sent' message text for the following: <ul style="list-style-type: none"> <li>a. Text Notification Messages Category (Category ID = 2806)</li> <li>b. SAR 7 Sent (ID = 78546) <ul style="list-style-type: none"> <li>i. English (REFER_TABLE_1_DESCR): <ul style="list-style-type: none"> <li>1. Change text to: Your SAR7 has been sent. It's due by the 5th of this month. Visit C4Yourself.com/s7 for instructions.</li> </ul> </li> <li>ii. Spanish (REFER_TABLE_2_DESCR) <ul style="list-style-type: none"> <li>1. Change text to: Su SAR7 ha sido enviado. Esta previsto para el 5 de este mes. Visita C4Yourself.com/s7 para obtener instrucciones.</li> </ul> </li> </ul> </li> </ul>
<b>Committee / Workgroup:</b>	IVR & Contact Center
<b>Submitted to Committee:</b>	08/22/2018
<b>Approved by Committee:</b>	08/22/2018
<b>Region 1:</b>	Yes
<b>Region 2:</b>	Yes
<b>Region 3:</b>	Yes
<b>Region 4:</b>	Yes
<b>Region 5:</b>	Yes
<b>Region 6:</b>	Yes
<b>Region 7:</b>	Yes
<b>Region 8A:</b>	Yes
<b>Region 8B:</b>	Yes
<b>Region 8C:</b>	Yes

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

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

<b>Status:</b>	Approved
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">19.11</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently staff in the Contact Centers use Cisco Finesse to receive and handle calls.
<b>Request:</b>	<p>Recreate the functionality of Cisco Finesse as a customized Call Control Panel for Amazon Connect.</p> <ol style="list-style-type: none"><li>1) The system must require a login to protect data and the call controls<ol style="list-style-type: none"><li>a) The agent must be able to provide login credentials i.e. username and password</li></ol></li><li>2) Agent must be able to use a microphone connected to the workstation to take phone calls.</li><li>3) The main screen must display:<ol style="list-style-type: none"><li>a) The logged in agent's username or ID</li><li>b) Logged in Agents extension or Mobile Agent Dial Number</li><li>c) Agent's status</li></ol></li><li>4) Agent Status must be in a "Not Ready" status when first logged in.</li><li>5) Agent must be able to select a status e.g. Ready, Not Ready - Unavailable, Not Ready - Break, etc.</li><li>6) On an incoming call, information collected in the IVR must be displayed for the agent:<ol style="list-style-type: none"><li>a) Language</li><li>b) County</li><li>c) Case #</li><li>d) Customer Name</li><li>e) Primary Flag</li><li>f) Call Reason</li><li>g) IVR Time</li><li>h) Authenticated status i.e. Yes/No &amp; method of authentication i.e. Voice or Case # &amp; Pin</li></ol></li><li>7) Note: The Visual IVR portion of the CCP will be added in SCR # <a href="#">CIV-103672</a> including the Call Me functionality.</li><li>8) A C-IV system window must open (pop) on an incoming call.</li><li>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"><li>a) Worker ID</li><li>b) Date/time</li><li>c) Language</li><li>d) County</li><li>e) Case number</li><li>f) Call back number</li></ol></li><li>10) The agent must be able to add a message for outgoing transfers to another agent.</li><li>11) On an incoming call, any transfer message must be displayed for the new agent.</li><li>12) Agent call controls must include:<ol style="list-style-type: none"><li>a) Direct Dial an outbound call by on-screen keyboard or by manually</li></ol></li></ol>

	<p>entering digits</p> <ul style="list-style-type: none"> <li>b) Make a new call by contact list</li> <li>c) Search for a contact in a list of contacts i.e. other queues, agents, supervisors</li> <li>d) Contact list(s) must be sortable</li> <li>e) Contact list(s) must hold: <ul style="list-style-type: none"> <li>i) Type i.e. phone book</li> <li>ii) Name</li> <li>iii) Destination</li> <li>iv) Notes i.e. Description</li> </ul> </li> </ul> <p>13) Agent must be able to display/view queue statistics:</p> <ul style="list-style-type: none"> <li>a) Queue Name</li> <li>b) Number of calls</li> <li>c) Max Time</li> <li>d) Ready</li> <li>e) Not Ready</li> <li>f) Active in</li> <li>g) Active out</li> <li>h) Active other</li> <li>i) Wrap Up Ready (Pending)</li> <li>j) Wrap Up Not Ready (Pending)</li> </ul> <p>14) Agent must be able to display/view today's Agent statistics:</p> <ul style="list-style-type: none"> <li>a) Time Ready</li> <li>b) Time Not Ready</li> <li>c) Inbound Calls Handled</li> <li>d) Inbound Calls Handle Time</li> <li>e) Outbound Calls Handled</li> <li>f) Outbound Calls Handle Time</li> <li>g) Number of Internal Calls</li> <li>h) Internal Calls Time</li> </ul> <p>15) The system must be able to display information about the agent statistics i.e. last time data was refreshed.</p> <p>16) Agent must be able to request older agent statistics data be refreshed on demand.</p> <p>17) The main screen must allow access to frequently used external web links e.g.</p> <ul style="list-style-type: none"> <li>a) eGain Reports</li> <li>b) Live Chat</li> <li>c) WM Supervisor Link</li> <li>d) Nice Portal</li> <li>e) WFM Agent Link</li> </ul> <p>18) The main screen must be able to display a "Message of the Day" as set by an administrator/manager.</p>
<b>Recommendation:</b>	1) Create a new Call Control Panel that mirrors the functionality of Cisco Finesse. (see design document for complete recommendations)

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

<b>Status:</b>	Committee Review
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">20.01</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Below is the current format of the outbound call data file layout. Phone 1 Message Number First name Last Name Account Number - (Appt Date, Language, District, EW File, Case Number, Cycle) Appt Date.
<b>Request:</b>	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.
<b>Recommendation:</b>	Here are the proposed changes on to the Outbound files:  <ol style="list-style-type: none"> <li>1.The file format can be used for all the campaigns including the campaigns those don't have any appointment date/time</li> <li>2.The campaigns with no appointment date/time requirement have please have the date and time field filled with character '0'.</li> <li>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)</li> <li>4.The length of Account number filed remains unchanged = 30.</li> </ol> <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>
<b>Committee / Work Group:</b>	IVR & Contact Center
<b>Submitted to Committee:</b>	10/23/2018
<b>Approved by Committee:</b>	10/23/2018
<b>M&amp;E Approval:</b>	03/01/2017
<b>Region 1:</b>	Yes
<b>Region 2:</b>	Yes
<b>Region 3:</b>	Yes

<b>Region 4:</b>	Yes
<b>Region 5:</b>	Yes
<b>Region 6:</b>	Yes
<b>Region 7:</b>	Yes
<b>Region 8A:</b>	Yes
<b>Region 8B:</b>	Yes
<b>Region 8C:</b>	Yes
<b>Region 8D:</b>	Yes

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[CA-204420] [SAR 7 Texting Campaign](#) Created: 08/30/2018 Updated: 08/12/2019

<b>Status:</b>	In Development
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">19.11</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	LRS sends outbound calls for customer report status updates 'Not Received'.
<b>Request:</b>	The number of CalFresh discontinuances for SAR7 continues to increase since July 2017 in Los Angeles County. This is impacting the overall CalFresh Participation Rate. Many customers expressed they would like to be informed about their case by either phone, call, or text. LRS will implement SAR7 outbound call campaigns for additional customer report status updates; 'Sent Reminder', 'Received', 'Not Received', 'Incomplete', 'Rescind/Restoration', and 'Processed'.
<b>Recommendation:</b>	LRS will implement new outbound SAR7 campaigns for; <ul style="list-style-type: none"><li>• SAR7 Sent/Reminder</li><li>• SAR7 Received</li><li>• SAR7 Incomplete</li><li>• SAR7 Rescind/Restoration</li><li>• SAR7 Processed</li></ul> LRS will modify existing outbound campaigns <ul style="list-style-type: none"><li>• Upload Verification (Text)</li><li>• SAR7 Not Received</li></ul>

<b>[CIV-6687] <a href="#">IVR/CC: CO-070: Call Log Reports Enhancements</a></b> Created:	
12/29/2017 Updated: 10/09/2018	
<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	The Call Log Dashboards report on the call log statistics gathered from the Call Log Detail page in the C-IV Application.
<b>Request:</b>	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.
<b>Recommendation:</b>	Document the content as follows: 1) Update existing Call Log reports to include the new Primary Call Reason values

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**[CIV-12233] [Call Log: Check for duplicate entries for Call Reason](#)** Created:  
12/29/2017 Updated: 10/25/2018

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Call Log Records are created.
<b>Request:</b>	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.
<b>Recommendation:</b>	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

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

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

<b>Status:</b>	In Development
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">20.07</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Caller's voice prints are tied to a single county.
<b>Request:</b>	Create a process to allow a person's voice print follow them if they move between CalACES counties.
<b>Recommendation:</b>	<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"><li>a. TYPE_CODE – Type of IVR transaction (will always be Move Voiceprint for this SCR).</li><li>b. PERS_ID – Identifier for a person in the C-IV system.</li><li>c. OLD_COUNTY_CODE – Original county code of the voice print.</li><li>d. NEW_COUNTY_CODE – The county code where the voice print will move.</li><li>e. LANG_CODE – The language code user selects at the time of calling.</li></ul> <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"><li>a. Retrieve all IVR transactions from the IVR_TRANSACT table with a type code of “Move Voiceprint”.</li><li>b. For each transaction:<ul style="list-style-type: none"><li>i. Invoke Nuance webservice that will move the voiceprint from the old county to the new county.</li><li>ii. Update the IVR_PERS table with the new county code only if the Move is Successful.</li><li>iii. If an error occurs during either of the two previous steps, add the transaction to the list of skipped records.</li><li>iv. Invoke Nuance webservice to delete the Voice Print from the old county only if Move is Successful.</li><li>v. Remove the processed transaction from the IVR_TRANSACT table.</li></ul></li></ul> <p>c. If there are any skipped records, send an email to <a href="mailto:CC.Support@calaces.org">CC.Support@calaces.org</a>. 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> <ul style="list-style-type: none"><li>a. Update the CVP Application code to authenticate to the Nuance Voice</li></ul>

	<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 IVR Web Service request update Bv 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>
<b>Approved by Committee:</b>	08/21/2018
<b>Region 1:</b>	Yes
<b>Region 2:</b>	Yes
<b>Region 3:</b>	Yes
<b>Region 4:</b>	Yes
<b>Region 5:</b>	Yes
<b>Region 6:</b>	Yes
<b>Region 7:</b>	Yes
<b>Region 8A:</b>	Yes
<b>Region 8B:</b>	Yes
<b>Region 8C:</b>	Yes
<b>Region 8D:</b>	Yes
<b>Content Revision Description-1:</b>	<p>1. Recommendation Change: Updated Recommendations with appropriate design.</p> <p>Before:</p> <p>1) Create a new IVR Web Service 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 Type Code. Currently, it will have only one value (Move</p>

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](mailto: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 IVR Web Service request person Lookup Web Service 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 IVR Web Service request update Bv 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.

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Text messages sent to customers are predefined text campaigns.
<b>Request:</b>	Counties need to be able to send out mass informational text messages to customers
<b>Recommendation:</b>	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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Current Web Chat Survey is available
<b>Request:</b>	San Bernardino has requested updates to the Web Chat Survey
<b>Recommendation:</b>	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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Butte Counties Chico Office is at 2445 Carmichael, Chico, CA
<b>Request:</b>	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
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1. Update the IVR to reflect new street address for Chico Office to 765 East Ave, Suites 120 and 200, Chico, CA</li><li>2. Update C4Yourself with the Chico Office new address of 765 East Ave, Suites 120 and 200, Chico, CA</li></ol>

DRAFT

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

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">19.11</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Marin County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li><li>3) Recreate the remote closure and custom messaging application.</li></ol>

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<b>[CIV-103666] <a href="#">Migrate Riverside County IVR to Amazon Connect</a></b> Created:	
03/20/2019 Updated: 03/20/2019	
<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	19.11
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Riverside County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li> <li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li> </ol>

DRAFT

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

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	19.11 – Minor Release (1.10.20)
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Kern County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

DRAFT

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	19.11 Minor Release 1/23/2019
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Sutter County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

DRAFT

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	19.11 Minor Release 1/23/2019
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Yuba County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

DRAFT

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.01
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Butte County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

DRAFT

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.01
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Shasta County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

DRAFT

**[CIV-103672] [Migrate San Bernardino County IVR to Amazon Connect](#)** Created:  
03/20/2019 Updated: 03/20/2019

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.02
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the San Bernardino County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li><li>3) Add Visual IVR specific functionality to the CCP including the Call Me functionality.</li></ol>

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

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.02
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Humboldt County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.  2) Recreate all IVR Web Service interactions using AWS Lambda.

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**[CIV-103674] [Migrate Stanislaus County IVR to Amazon Connect](#)** Created:  
03/20/2019 Updated: 03/20/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.02
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Stanislaus County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.  2) Recreate all IVR Web Service interactions using AWS Lambda.

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

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

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

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.03
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Kings County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

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**[CIV-103677] [Migrate Regional Contact Center IVR to Amazon Connect](#)** Created:

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.03
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Regional Contact Center IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.  2) Modify existing RCC OBIEE Dashboards to function in Amazon Connect

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**[CIV-103678] [Migrate Outbound Calling Campaigns to Amazon Connect](#)** Created:

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.07
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Regional Contact Center IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.

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**[CIV-103679] [Migrate Non-Contact Center County IVRs to Amazon Connect](#)**

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	20.03.XX
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently the Kings County IVR is on the Cisco UCCE Platform
<b>Request:</b>	Move the currently IVR functionality from the Cisco platform to the Amazon Connect platform.
<b>Recommendation:</b>	<ol style="list-style-type: none"><li>1) Recreate the existing Call Flow (see attached) in the Amazon Connect environment.</li><li>2) Recreate all IVR Web Service interactions using AWS Lambda.</li></ol>

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[CIV-104516] [Migrate Calabrio 10.4 to the Calabrio Cloud](#) Created: 07/05/2019 Updated: 07/05/2019

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">19.11</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Calabrio is not on a cloud solution but is currently using on Prim Servers.
<b>Request:</b>	Migrate Calabrio 10.4 to the Calabrio Cloud Solution
<b>Recommendation:</b>	Migrate Calabrio 10.4 to the Calabrio Cloud Solution

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[CIV-104517] [Migrate eGain VIM 14.1 to eGain VIM Cloud](#) Created: 07/05/2019 Updated:  
07/22/2019

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">C-IV</a>
<b>Fix Version/s:</b>	<a href="#">19.11</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	eGain is currently using on prim servers
<b>Request:</b>	Migrate eGain VIM 14.1 to eGain VIM Cloud
<b>Recommendation:</b>	Migrate eGain VIM 14.1 to eGain VIM Cloud

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<b>[CA-51951] <a href="#">CSC Tasks Data Extraction</a></b> Created: 01/19/2018 Updated: 02/19/2019	
<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	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.
<b>Request:</b>	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.
<b>Recommendation:</b>	<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 -&gt; This is a list of all the open CSC tasks</p> <p>CSCOpenTasksmmddyyyy.csv file will consist of the following columns:</p> <p>CASE NUMBER  TASK TYPE  CSC TICKET NUMBER  CSC TASK ID  CREATED DATE  DUE DATE</p> <p>2) CSCTaskClosuresmmddyyyy.csv -&gt; 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-57648] CalFresh Solicitation Campaign Outbound Call** Created: 01/19/2018 Updated: 02/19/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	This is a new request
<b>Request:</b>	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.
<b>Recommendation:</b>	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.

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**[CA-201378] DDCR 10003: Regression Test External Systems at CalACES**

**Migration** Created: 03/12/2018 Updated: 02/13/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Request:</b>	<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"><li>1) IVR (Inbound and Outbound)</li><li>2) Visual IVR</li><li>3) Contact Center</li><li>4) Lobby Management</li><li>5) Imaging</li></ol> <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>
<b>Migration Impact:</b>	Yes
<b>Migration Impact Description:</b>	<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"><li>1) IVR (Inbound and Outbound)</li><li>2) Visual IVR</li><li>3) Contact Center</li><li>4) Lobby Management</li><li>5) Imaging</li></ol> <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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	TBD
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	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.

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<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	<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"> <li>Application Status</li> <li>Appointment Future – Cancel</li> <li>Appointment Future – Confirm</li> <li>Appointment Future – New</li> <li>Appointment Future – Question</li> <li>Appointment Future – Reschedule</li> <li>Appointment Past – Question</li> <li>Appointment Past – Reschedule</li> <li>Benefits (NOA) – Denial or Discontinuance</li> <li>Benefits (NOA) – Reduction</li> <li>Benefits (NOA) – Other</li> <li>BIC Replacement</li> <li>Change of Address</li> <li>Change of Employment</li> <li>Change of Household</li> <li>Change of Income</li> <li>Document – Request or Question</li> <li>Document Status</li> <li>EBT Card Replacement</li> <li>New Application</li> <li>None of the above</li> </ul> <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"> <li>• Primary Call Reason- Field is required. Please enter a value.</li> </ul> <p>2) Update the Call Log List page/Search (mock-up attached).</p> <p>a) Add search parameter "Primary Call Reason".</p> <ol style="list-style-type: none"> <li>i. Multiple selection available</li> </ol> <p>b) Updating tool tip to display "primary call reason".</p> <p>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> <ol style="list-style-type: none"> <li>a. Update the column CALL_TYPE_WID of the table RCC_W_CALL_TRACK_BRIDGE to be not required.</li> <li>b. Update the logic to include calls with no call type and display as 'NA'.</li> </ol>
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	<p>Taken from C-IV SCR 9022:</p> <ol style="list-style-type: none"> <li>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</li> <li>2) Only allow the worker to enter 2000 characters in the long description field.</li> </ol>
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<p>LRS does not use/update the Call Log functionality. This SCR prevents UEID from occurring.</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>

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

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	LRS currently does not have this dashboard
<b>Request:</b>	TBD
<b>Recommendation:</b>	TBD

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	TBD
<b>Recommendation:</b>	TBD

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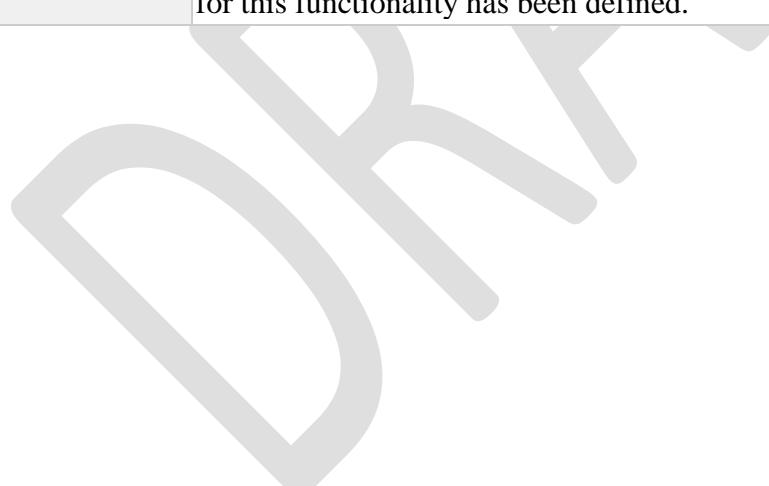
**[CA-201773] DDCR 4054 CO-070 IVR: Log Outbound Call Attempts to Customer Contact History** Created: 03/29/2018 Updated: 03/11/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	TBD
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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>

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**[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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	TBD
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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>-----</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-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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	TBD
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	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.

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**[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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	<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"> <li>1) PB00YXXX - Text Message Verification Not Received</li> <li>2) This job will run Monday through Saturday each week except for C-IV System batch holidays</li> <li>3) Text Message "Opt-In" will be updated to "Opt-Out"</li> <li>4) Text Message Status will be updated from "Pending Verification" to "No Response"</li> <li>5) Create a journal entry when the status is updated:               <ol style="list-style-type: none"> <li>a) Type: Narrative</li> <li>b) Short Description: {person Name} Text Notification Changed.</li> <li>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}</li> </ol> </li> </ol>
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	<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> <ol style="list-style-type: none"> <li>1. Update the Call Log List page so it will pre-populate with the Case Number that the User is currently viewing.</li> <li>2. When clicking the Add button from Call Log List it will carry over to the Call Log Detail page, as it does currently.</li> <li>3. If there is no Case Context then the Case Number will remain blank on the Call Log Detail page.</li> </ol>
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	TBD
<b>Request:</b>	<p>Taken from C-IV SCR 55907:</p> <p>1. For non-Covered California calls, auto-populate the case number field when the Call Log Detail pages opens.</p> <p style="padding-left: 40px;">a. The case number will remain editable so that the worker can make changes if necessary.</p> <p>Note: If a customer does not enter a case number, then the case number field would remain blank.</p> <p>4. Add the following programs to the Other Requested Programs section:</p> <ul style="list-style-type: none"><li>a. CFET</li><li>b. AAP</li><li>c. Kin-GAP</li><li>d. Other County</li></ul>
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	C-IV implemented text messages for SB-12-2017
<b>Request:</b>	Migrate in SB-12-2017
<b>Recommendation:</b>	TBD
<b>Migration Impact Description:</b>	<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>

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<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	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.
<b>Request:</b>	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.
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1. Implement an On-Request IVR Inbound/Outbound Report that will contain the following: <ol style="list-style-type: none"> <li>a. A summary of Inbound IVR calls broken down by day, language and call option</li> <li>b. A summary of Outbound IVR call attempts broken down by day, answered/unsuccessful, language and call reason.</li> <li>c. A worksheet containing the supporting details of the Outbound IVR information as displayed in the Outbound IVR Summary.</li> </ol> </li> <li>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.</li> <li>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.</li> <li>4. Implement a process to transfer IVR Inbound statistical information from the IVR database to the C-IV production database for reporting.</li> <li>5. Update the Reports Overview in Online Help to include the IVR Inbound/Outbound Report.</li> </ol> <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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	*** Logging this SCR to track the migration gap created by CIV-12270, no action expected on this SCR until prioritized for migration ***
<b>Request:</b>	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.
<b>Recommendation:</b>	<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>
<b>Migration Impact Description:</b>	<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-206611] Outbound Call Campaign for CalWORKs/CalFresh Redeterminations** Created: 01/31/2019 Updated: 02/14/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	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.
<b>Request:</b>	To add additional automated outbound call services informing customers of their CalFresh Recertification and CalWORKs/CalFresh Redetermination reporting responsibilities
<b>Recommendation:</b>	<ul style="list-style-type: none"><li>* Send an outbound call to all customers where a CalFresh Recertification and CalWORKs/CalFresh Redetermination is generated for their case.</li><li>• Implement an outbound call notification report that contains outbound call statistics.</li><li>* Data will contain: Case Number, Case Name, Program, Language, Status (Connected or Not Connected), date and outbound call reason.</li></ul>

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

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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Request:</b>	<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"> <li>• Add automated e-mail services informing customers of their Recertification reporting responsibilities (see attached CalFresh Recertification Campaign Chart)</li> <li>• Send an e-mail to customers who opted-in for e-mail messaging on the CF 285, CF 37 or via YBN.</li> <li>• Implement an e-mail notification report that contains e-mail message statistics. <ul style="list-style-type: none"> <li>o Data will contain: Case Number, Case Name, Program, Language, Status (Sent or Undeliverable), date and e-mail reason.</li> </ul> </li> </ul>
<b>Recommendation:</b>	<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"> <li>• Add automated e-mail services informing customers of their Recertification reporting responsibilities (see attached CalFresh Recertification Campaign Chart)</li> <li>• Send an e-mail to customers who opted-in for e-mail messaging on the CF 285, CF 37 or via YBN.</li> <li>• Implement an e-mail notification report that contains e-mail message statistics. <ul style="list-style-type: none"> <li>o Data will contain: Case Number, Case Name, Program, Language, Status (Sent or Undeliverable), date and e-mail reason.</li> </ul> </li> </ul>

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

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

**[CA-207899] SAR 7 Outbound Calls, journal entry and report - Phase 2** Created: 04/10/2019 Updated: 08/09/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Request:</b>	<ul style="list-style-type: none"> <li>• Add additional automated outbound call services informing customers of their SAR 7 reporting responsibilities (see attached SAR 7 Outbound Call Campaign Chart)</li> <li>• Send an outbound call to all customers where a SAR 7 is generated for their case.</li> <li>• Implement an outbound call notification report that contains outbound call statistics.</li> </ul> <p>o Data will contain: Case Number, Case Name, Program, Language, Status (Connected or Not Connected), date and outbound call reason.</p> <p>Journal entry to record call results from ITD.</p> <p>CalACES will implement SAR7 outbound call campaigns for additional customer report status updates: 'Sent Reminder', 'Received', 'Not Received', 'Incomplete', 'Rescind/Restoration', and 'Processed'</p>
<b>Recommendation:</b>	<ul style="list-style-type: none"> <li>• Add additional automated outbound call services informing customers of their SAR 7 reporting responsibilities (see attached SAR 7 Outbound Call Campaign Chart)</li> <li>• Send an outbound call to all customers where a SAR 7 is generated for their case.</li> <li>• Implement an outbound call notification report that contains outbound call statistics.</li> </ul> <p>o Data will contain: Case Number, Case Name, Program, Language, Status (Connected or Not Connected), date and outbound call reason.</p> <p>Journal entry to record call results from ITD.</p> <p>CalACES will implement new outbound call SAR7 campaigns for: 'Sent/Reminder', 'Rescind/Restoration', and 'Processed'. CalACES will update existing outbound call SAR7 campaigns: 'Incomplete NA960Y' and 'Not Received NA960X'</p>

**[CA-207900] [SAR 7 E-mail Campaign & Report](#)** Created: 04/10/2019 Updated: 08/09/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Request:</b>	<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> <p>SAR7 Email campaigns implemented in CalACES prior to this SCR is 'SAR7 Received'.</p> <p>CalACES will implement SAR7 outbound email campaigns: 'Sent Reminder', 'Received', 'Not Received', 'Incomplete', 'Rescind/Restoration', and 'Processed'.</p>
<b>Recommendation:</b>	<ul style="list-style-type: none"><li>• Add additional automated e-mail services informing customers of their SAR 7 reporting responsibilities (see attached SAR 7 E-mail Campaign Chart)</li><li>• Send an e-mail to customers who opted-in for e-mail messaging on the CF 285, CF 37 or via YBN.</li><li>• Implement an e-mail notification report that contains e-mail message statistics. - Report Track.<ul style="list-style-type: none"><li>o Data will contain: Case Number, Case Name, Program, Language, Status (Sent or Undeliverable), date and e-mail reason</li></ul></li></ul> <p>CalACES will implement new outbound SAR7 email campaigns for: 'SAR7 Sent Reminder', 'SAR7 Not Received', 'SAR7 Incomplete', 'SAR7 Rescind/Restoration', 'SAR7 Received', and 'SAR7 Processed'.</p> <p>CalACES will modify existing outbound campaign 'Upload Verification (Email)' to remove SAR7 participants as not to duplicate emails from the 'SAR7 Received' campaign</p>



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

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently staff in the Contact Centers use Cisco Finesse to receive and handle calls.
<b>Request:</b>	<p>Recreate the functionality of Cisco Finesse as a customized Call Control Panel for Amazon Connect.</p> <ol style="list-style-type: none"> <li>1) The system must require a login to protect data and the call controls             <ol style="list-style-type: none"> <li>a) The agent must be able to provide login credentials i.e. username and password</li> </ol> </li> <li>2) Agent must be able to select             <ol style="list-style-type: none"> <li>a) Login as a mobile or regular agent</li> <li>b) Mobile agent mode i.e. “call by call” or “nailed connection”</li> <li>c) Mobile Agent “Dial Number”</li> </ol> </li> <li>3) The main screen must display:             <ol style="list-style-type: none"> <li>a) The logged in agent's username or ID</li> <li>b) Logged in Agents extension or Mobile Agent Dial Number</li> <li>c) Agent’s status</li> </ol> </li> <li>4) Agent Status must be "Not Ready - Unavailable" when first logged in</li> <li>5) Agent must be able to select a status e.g. Ready, Not Ready - Unavailable, Not Ready - Break, etc.</li> <li>6) On an incoming call, information collected in the IVR must be displayed for the agent:             <ol style="list-style-type: none"> <li>a) Language</li> <li>b) County</li> <li>c) Case #</li> <li>d) Customer Name</li> <li>e) Primary Flag</li> <li>f) Call Reason</li> <li>g) IVR Time</li> <li>h) Authenticated status i.e. Yes/No &amp; method of authentication i.e. Voice or Case # &amp; Pin</li> </ol> </li> <li>7) Visual IVR interaction information must be displayed for customers/counties using Visual IVR (currently CO 36 only).</li> <li>8) A C-IV system window must open (pop) on an incoming call.</li> <li>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"> <li>a) Worker ID</li> <li>b) Date/time</li> <li>c) Language</li> <li>d) County</li> <li>e) Case number</li> </ol> </li> </ol>

- 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
  - c) WM Supervisor Link

	d) Nice Portal e) WFM Agent Link 18) The main screen must be able to display a "Message of the Day" as set by an administrator/manager.
<b>Recommendation:</b>	1) Create a new Call Control Panel that mirrors the functionality of Cisco Finesse.

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[CA-208925] [SAR7 - Text to Opt out of Text Messages](#) Created: 06/13/2019 Updated: 08/05/2019

<b>Status:</b>	New
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">TBD</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	Currently customers have no way of opting out of text messages through texting.
<b>Request:</b>	Implement new interface that opts a customer out when they text 'END'
<b>Recommendation:</b>	Implement new interface that opts a customer out when they text 'END'

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[CA-208930] [Outbound Text - Inbound Reader Interface](#) Created: 06/13/2019 Updated: 08/21/2019

<b>Status:</b>	Design in Progress
<b>Project:</b>	<a href="#">CalACES</a>
<b>Fix Version/s:</b>	<a href="#">20.01</a>
<b>Type:</b>	SCR
<b>Current Design:</b>	LRS generates a file containing participant's name, phone, case number, and the message verbiage. LRS then sends that generated file to ITD. ITD sends the LRS provided message to the participant's phone number via text message. LRS system can not process ITD's return results file which is required for journal and reporting purposes
<b>Request:</b>	Implement an 'Inbound return file interface' for journal and reporting purposes. Reporting will be implemented in a future SCR.
<b>Recommendation:</b>	LRS will implement an 'Inbound return file interface' that will receive result files from ITD and processes each record in the return file.

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