

## C-IV - SCR Tracking Sheet for 9/25/2019

## IVR &amp; Contact Center Committee

ID	Release	Status	Short Description	BA Contact	Team Responsible	Committee Priority	Notes
CIV-103539	19.11	Design in Progress	Migrate Marin County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103540	19.11	Approved	Create Customized Call Control Panel for Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103666	19.11	Design in Progress	Migrate Riverside County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103667	19.11	Design in Progress	Migrate Kern County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103668	19.11	New	Migrate Sutter County to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103669	19.11	New	Migrate Yuba County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-104516	19.11	Design in Progress	Migrate Calabrio 10.4 to the Calabrio Cloud	Darcy Alexander	IVR/CC		
CIV-104517	19.11	Design in Progress	Migrate eGain VIM 14.1 to eGain VIM Cloud	Darcy Alexander	IVR/CC		
CIV-103670	20.01	New	Migrate Butte County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103671	20.01	New	Migrate Shasta IVR to Amazon Connect	Darcy Alexander	IVR/CC		

CIV-101987	20.01	Design in Progress	Update SAR7 Sent Message for Tutorial	Darcy Alexander	IVR/CC	8	
CIV-103672	20.02	Design in Progress	Migrate San Bernardino IVR to Amazon Connect	Darcy Alexander	IVR/CC		

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CIV-103673	20.02	New	Migrate Humboldt County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103674	20.02	New	Migrate Stanislaus County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103675	20.02	New	Migrate Monterey County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103676	20.03	New	Migrate Kings County IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103677	20.03	New	Migrate Regional Contact Center IVR to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-103679	20.03	New	Migrate Non-Contact Center County IVR's to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-101733	20.07	In Development	Move Voice Prints between Counties	Darcy Alexander	IVR/CC		
CIV-103678	20.07	New	Migrate Outbound Calling Campaigns to Amazon Connect	Darcy Alexander	IVR/CC		
CIV-6687	TBD	New	IVR/CC: CO-070: Call Log Reports Enhancements	Darcy Alexander	IVR/CC	5	
CIV-12233	TBD	New	Cal Log: Check for duplicate entries for Call Reason	Darcy Alexander	IVR/CC	9	
CIV-101131	TBD	New	CES 2018-035: Add Language to Text Notification if appointments are in Person or by Telephone	Darcy Alexander	IVR/CC	7	

CIV-102240	TBD	New	Create Custom Text Messaging Campaigns	Danielle Benoit	IVR/CC		
CIV-102355	TBD	New	San Bernardino Only - Modify Web Chat Survey	Darcy Alexander	IVR/CC		

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CIV-102442	TBD	New	CO-1072-2018 - Butte County Only - Update Address in IVR for Chico Office Only	Darcy Alexander	IVR/CC		

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## LRS - SCR Tracking Sheet for 9/25/2019

## IVR &amp; Contact Center Committee

ID	Release	Status	Short Description	BA Contact	Team Responsible	Committee Priority	Notes
CA-52394	19.09	Test Complete	Modify Outbound Call Inbound Result File Processing Program to recognize new result code value '00'.	Sam Svay	IVR/CC	4	
CA-204420	19.11	In Development	CER 203700: SAR 7 Texting Campaign	Sam Svay	IVR/CC	1	
49842	20.01	Committee Review	Change all Outbound Calls Data File Format to Accommodate Participant Appointment Date/Time	Inez Finnigan	Batch Interfaces		
CA-208930	20.01	Design in Progress	Outbound Text - Inbound Reader Interface	Darcy Alexander	IVR/CC		

CA-208925	20.03	Design in Progress	SAR 7 Text to Opt Out of Text Messaging	Darcy Alexander	IVR/CC		
CA-51951	TBD	New	CSC Tasks Data Extraction.	Sam Svay	IVR/CC	3	

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CA-57648	TBD	New	CalFresh Solicitation Campaign Outbound Call	Sam Svay	IVR/CC	2	
CA-201378	TBD	New	DDCR 10003: Regression Text External Systems at CalACES Migration	Arvin Liang	Tech Arch		
CA-201457	TBD	New	DDCR 5055: CO-070: Call Log - Add message center capabilities to Call Log Detail page	Sam Svay	IVR/CC		
CA-201474	TBD	New	DDCR 5011: CO-070: Update Call Log Detail and List Page	Sam Svay	IVR/CC		
CA-201491	TBD	New	DDCR 5074: CO-070: Add character countdown to Call Log when Saving a Task	Sam Svay	IVR/CC		
CA-201644	TBD	New	IVR/CC: CO-070: Call Log Reports Enhancements	Inez Finnigan	IVR/CC		
CA-201657	TBD	New	OBIEE: Apply Oracle Patch to OBIEE	Inez Finnigan	IVR/CC		
CA-201773	TBD	New	DDCR 4054 CO-070 IVR: Log Outbound Call Attempts to Customer Contact History	Sam Svay	IVR/CC		

CA-201960	TBD	New	DDCR 4095: CO-070: IVR/Contact Center: Update Call Log List Page with Date Range	Sam Svay	IVR/CC		
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CA-201969	TBD	New	DDCR 5092: CO-070: IVR/Contact Center: Display the Last 5 Contact and Visit Types on the Call Log	Sam Svay	IVR/CC		
CA-201970	TBD	New	DDCR 5093: Create a Batch Job to Update the Status for Pending Text Message Verifications	Inez Finnigan	IVR/CC		
CA-201972	TBD	New	DDCR 3177: Add Validation to Call Log Detail to Restrict Cases Within Caller's County	Linda Lui	IVR/CC		
CA-201974	TBD	New	DDCR 3179: CO-070 - Call Log Detail Page Enhancements Part 1	Sam Svay	IVR/CC		
CA-202020	TBD	New	DDCR 5095 & 5096: Migrate Text Messages in County Purchase SB- 12 2017	Linda Lui	IVR/CC		
CA-202854	TBD	New	Implement an IVR Inbound/Outbound Report	Inez Finnigan	IVR/CC		
CA-203995	TBD	New	Migration Gap: Contact Detail Page Voice Print Button	Linda Lui	IVR/CC		

CA-206611	TBD	New	Outbound Call Campaign for CalWORKs/CalFresh Redeterminations	Inez Finnigan	IVR/CC		
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CA-206692	TBD	New	Update YBN URL for Text and Email Campaigns	Sam Svay	IVR/CC		
CA-207774	TBD	New	Implement CalFresh Recertification and CalWORKs/CalFresh Redetermination Email Campaigns	Inez Finnigan	IVR/CC		
CA-207775	TBD	New	Implement CalFresh Recertification and CalWORKs/CalFresh Redetermination Text Campaigns	Inez Finnigan	IVR/CC		
CA-207900	TBD	New	SAR 7 E-Mail Campaign & Report	Inez Finnigan	IVR/CC		
CA-208919	TBD	New	Create Customized Call Control Panel for Amazon Connect	Inez Finnigan	IVR/CC		

2019 C-IV SIR Tracking Log

IVR & Contact Center Committee

ID	Release	Status	Short Description	BA Contact	Team Responsible	Notes
CIV-104197	TBD	Assigned	IE Screens Going Blank Intermittently	Darch Alexander	Contact Center	

2019 LRS - SIR Tracking Log

IVR & Contact Center Committee

ID	Release	Status	Short Description	BA Contact	Team Responsible	Notes

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2019 CER - (CES) Tracking Log (C-IV and LRS)

IVR & Contact Center Committee

ID	Release	Status	Short Description	BA Contact	Team Responsible	Notes
2018-035	TBD	Closed	Add additional language in the text notifications for appointment reminders if the appointment is in person or by telephone	D.Alexander	IVR/CC	SCR CIV-101131 Created - Committee Approved SCR 6/2018 Meeting
CA-203700	None	Closed	SAR 7 Texting Campaign	D.Alexander	IVR/CC	SCR CA-204420 Created
CA-204066	None	Closed	SAR 7 E-mail Campaign	D.Alexander	IVR/CC	SCR CA-204425 Created
CA-204067	None	Closed	SAR 7 Outbound Calls	D.Alexander	IVR/CC	SCR CA-204429 Created
CIV-102847	None	Closed	Riverside Only - Update IVR Call Flow	D.Alexander	IVR/CC	SCR CIV-103016 Created
CIV-103038	None	Closed	Add Address to Appointment Reminder Text Message	D.Alexander	IVR/CC	SCR CIV-103354 Created
CA-206807	None	Closed	Implement CalFresh Recertification and CalWORKs/CalFresh Redetermination Email Campaigns	D.Alexander	IVR/CC	SCR CA-207774

CA-206810	None	Closed	Implement CalFresh Recertification and CalWORKs/CalFresh Redetermination Text Campaigns	D.Alexander	IVR/CC	SCR created CA-207775
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CA-207063	Rejected	Closed	Monterey County - IVR Change Request	D.Alexander	IVR/CC	CER Rejected - Changes made through a Change Order

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