



[CA-208523] WTW Text Messages

Created: 05/20/2019 01:29 PM - Updated: 05/20/2019 02:42 PM

Status:	New		
Project:	CalACES		
Fix Version/s:	TBD		
Type:	SCR		
Reporter:	Lien Phan	Assignee:	Unassigned
Resolution:	Unresolved		
Labels:	None		
<i>Main</i>			
SCRB:	Select a value		
Team Responsible:	Tech Ops		
Requested By:	Riverside		
Project Phase (SCR):	Production		
Change Type (SCR):	Operational Enhancement		
Request:	<p>1) The WTW program does not currently have access to utilize the C-IV text message functionality. C-IV text message functionality provides important information on forms that are sent, received, processed, incomplete or completed, when verifications are requested and if there is an upcoming event, but it is only available for the CW, CF & MC programs. 2) There is not a verification request form for WTW.</p>		
Recommendation:	<p>1) Add C-IV Proactive Texts when the following forms are sent: NA 840, ADM 102, ADM 107, WTW 46 and WTW 43. 2) Create new verification request form for WTW and send automated text notification when form is sent. 3) Add Proactive Text when there is an upcoming WTW activity scheduled in C-IV. 4) Add functionality for C-IV users to send custom text messages to customers.</p>		
<i>Approval</i>			
Expedite Changes:	No		
SPG Status:	Select a value		
Committee:	Welfare to Work/WPR		
<i>Impacts</i>			
Consortium Management Review:	No		
Programs Impacted:	Welfare-to-Work/Gain		
Translations:	N/A		
Consortium Validation:	Scheduled		

Content Revision

Content Revision Description-1:

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:

Content Revision Description-2:

- After:
- 1. Recommendation Change:
Before:
After:
 - 2. Estimate Change:
Before:
After:
 - 3. Release Change:
Before:
After:
 - 4. Funding Source Change:
Before:
After:

Content Revision Description-3:

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:

Content Revision Description-4:

- 1. Recommendation Change:
Before:
After:
- 2. Estimate Change:
Before:
After:
- 3. Release Change:
Before:
After:
- 4. Funding Source Change:
Before:
After:

Team Impact

Team Impact:

Team	Person	Role
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Attachments

FW_ Enhancement Request - CER 208112.msg (255 kB)

Riverside County CER.doc (61 kB)

Links

Cloners

clones

[CA-208112] WTW Text Messages Closed

Relates

relates to

[CA-208112] WTW Text Messages Closed

DRAFT