



Design Document

SCR CIV-103539 – Migrate Marin County IVR to
Amazon Connect

 <small>CALIFORNIA AUTOMATED CONDITIONAL ELIGIBILITY SYSTEM</small>	DOCUMENT APPROVAL HISTORY	
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5/7/2019	1.0	Initial Draft	Jared Kuester
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Table of Contents

1	Overview	5
1.1	Current Design	5
1.2	Requests.....	5
1.3	Overview of Recommendations	5
1.4	Assumptions.....	5
2	Recommendations	6
2.1	Phone Numbers	6
2.1.1	Overview.....	6
2.1.2	Description of Changes.....	6
2.2	Contact Flows.....	6
2.2.1	Overview.....	6
2.2.2	Welcome Contact Flow	7
2.2.3	Main Menu Contact Flow	8
2.2.4	Login Menu Contact Flow.....	10
2.2.5	Voice Login Contact Flow.....	11
2.2.6	Collect Case Number Contact Flow.....	12
2.2.7	Collect PIN Contact Flow	15
2.2.8	Collect DOB Contact Flow.....	17
2.2.9	Voice Enroll Menu Contact Flow.....	18
2.2.10	Voice Enroll Contact Flow.....	21
2.2.11	Unauthorized Program Menu Contact Flow.....	22
2.2.12	No Case Service Menu Contact Flow	23
2.2.13	Office Hours and Locations Contact Flow.....	24
2.2.14	No PIN Program Menu Contact Flow	29
2.2.15	Request PIN Contact Flow	30
2.2.16	Authorized Service Menu Contact Flow	31
2.2.17	Benefits Information Menu Contact Flow	32
2.2.18	CalWORKs Benefits Information Contact Flow.....	33
2.2.19	CalFresh Benefits Information Contact Flow	34
2.2.20	MediCal Benefits Information Contact Flow	35
2.2.21	Welfare to Work Benefits Information Contact Flow	36
2.2.22	Request Forms Contact Flow	37

2.2.23	Document Status Contact Flow	40
2.2.24	Change PIN Contact Flow	44
2.2.25	Speak to Worker Contact Flow	Error! Bookmark not defined.
2.2.26	Send to Queue Customer Queue Flow	48
2.2.27	Queue Treatment Customer Queue Flow	49
2.3	Prompts	51
2.3.1	Overview.....	51
2.3.2	Description of Change	51
2.3.3	Wav Files	51
2.4	Queues.....	67
2.4.1	Overview.....	67
2.4.2	Description of Change	67
2.5	Hours of Operation	68
2.5.1	Overview.....	68
2.5.2	Description of Change	68
2.6	Quick Connects.....	68
2.6.1	Overview.....	68
2.6.2	Description of Change	68
2.7	Agents	69
2.7.1	Overview.....	69
2.7.2	Description of Change	69
2.8	Routing Profiles.....	69
2.8.1	Overview.....	69
2.8.2	Description of Change	70
2.9	Agent Hierarchy.....	70
2.9.1	Overview.....	70
2.9.2	Description of Change	70
3	Outreach.....	71
3.1	Agents	71
3.2	Supervisors	71
3.3	Work Force Management.....	71
4	Appendix.....	72

1 OVERVIEW

Marin County's interactive voice response (IVR) system, currently hosted on Cisco Customer Voice Portal (CVP) and contact center software will be migrated from the Cisco Unified Contact Center Enterprise (UCCE) to the cloud-based Amazon Connect software as a service (SAAS) contact center.

1.1 Current Design

Currently all phone calls to 1-877-410-8817 are routed to the Cisco UCCE contact center software. All the software and hardware required to operate the contact center are installed in the C-IV Datacenters, and the Marin county contact center site. Phone calls are routed through T1 PRI lines that are located at the Marin County contact center.

1.2 Requests

Create a new Amazon Connect instance that allows inbound and outbound dialing. Migrate the phone number 1-877-410-8817 to route through the Amazon Connect cloud-based contact center solution and migrate the IVR from the CVP application to Amazon Connect Contact Flows. The new contact flows will handle all existing IVR Self Service, and routing to queues to eventually be handled by an agent.

1.3 Overview of Recommendations

1. Migrate the Toll-Free Number 1-877-410-8817 to route through Amazon Connect
2. Migrate all existing WAV file prompts from Cisco to Amazon Connect.
3. Migrate the CVP IVR Call from Cisco to Amazon Connect.
4. Recreate existing Cisco Skill Groups as Amazon Connect queues.
5. Update the Amazon Connect Hours of Operations to match the existing Contact Center Open Hours.
6. Recreate all Finesse Phone Book Entries as Quick Connects
7. Import existing agents from Cisco environments as Agents in Amazon Connect.
8. Create Routing Profiles for both English and Spanish queues.
9. Recreate the Cisco Agent Teams as Agent Hierarchies.

1.4 Assumptions

- All existing IVR functionality will carry over from Cisco to Amazon Connect
 - This includes Voice Biometrics, Self Service Benefits information, Post Call Survey, Web Chat, and Professional Voice Talent.
 - This also includes the new functionality not currently available in Cisco, Courtesy Call Back.

2 RECOMMENDATIONS

2.1 Phone Numbers

2.1.1 Overview

Amazon Connect requires a phone number to route calls to agents. A new phone number can be claimed, or an existing phone number can be ported into Amazon Connect. After claiming a new phone number, or porting an existing phone number you can also choose what kinds of calls you intend to take, either inbound calls, outbound calls, or both.

2.1.2 Description of Changes

The existing phone number 1-877-410-8817 will be migrated from the vendor TPX to Amazon Connect. This is accomplished through a support ticket opened with Amazon.

Once the phone number has been ported to Amazon Connect and associated with our Connect instance, we can choose how that phone number is routed, with Contact Flows.

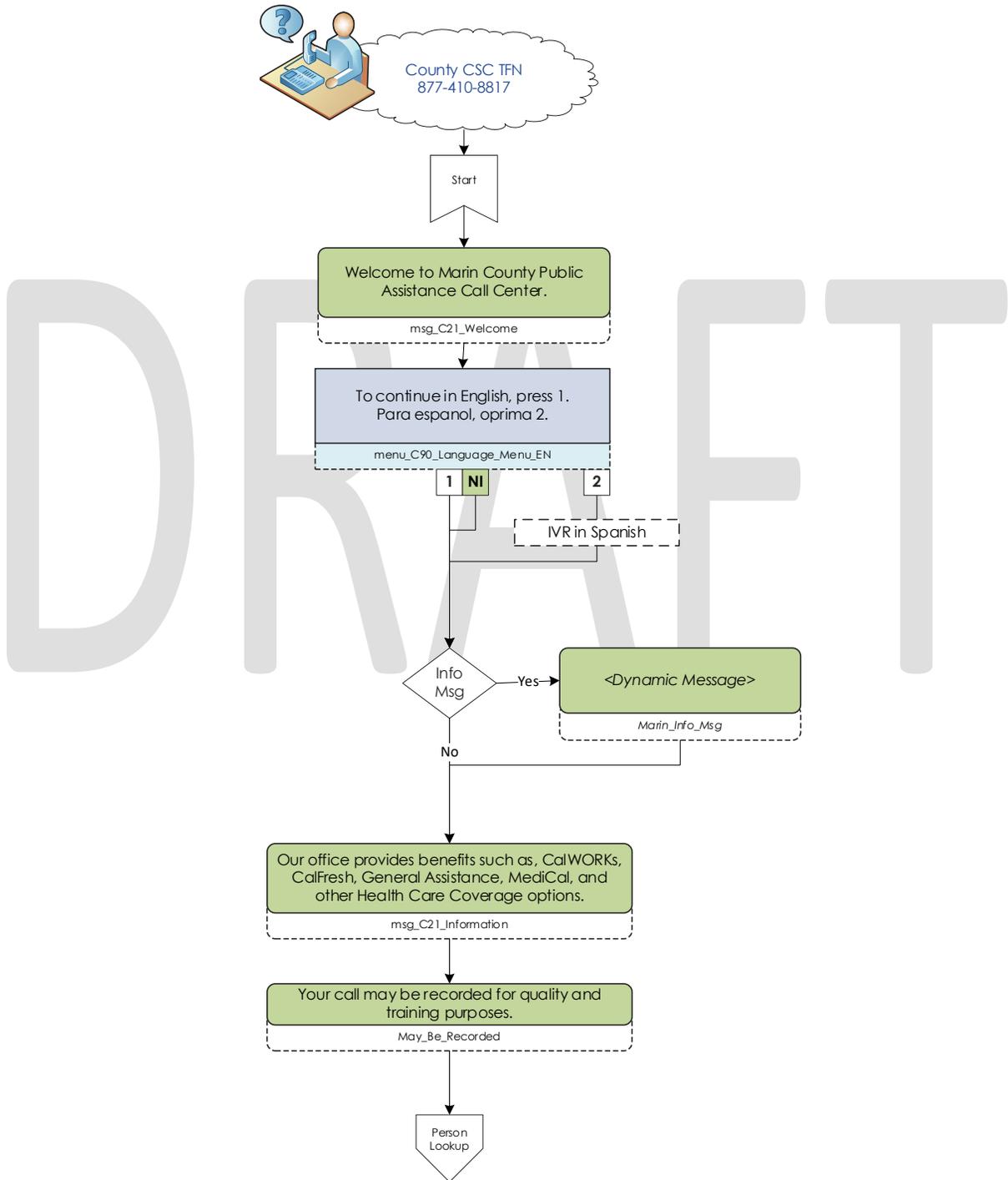
2.2 Contact Flows

2.2.1 Overview

A contact flow defines the customer experience with a contact center from start to finish. Contact flows have multiple template types to interact with the caller in different manners.

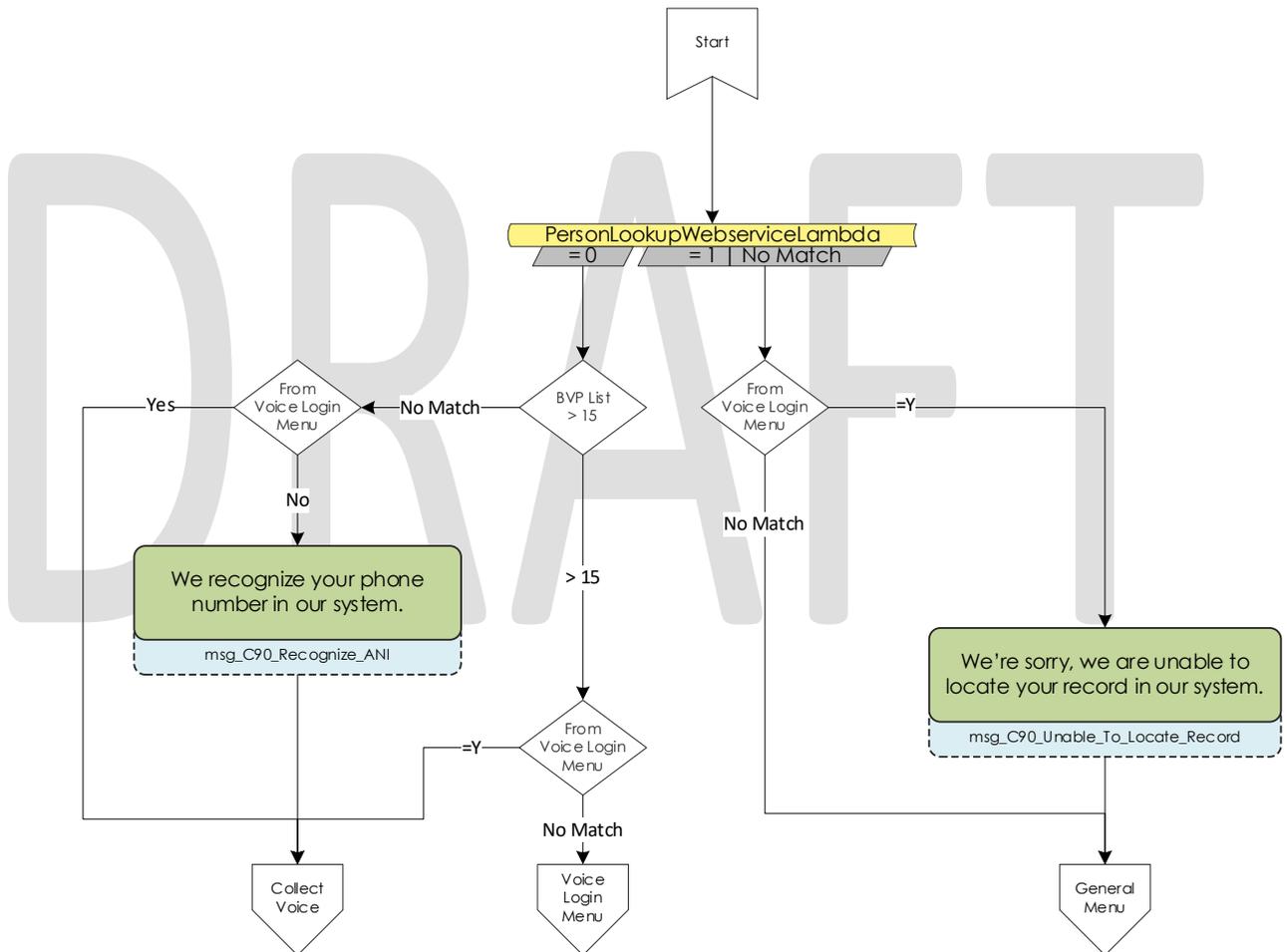
2.2.2 Welcome Contact Flow

When a caller dials 1-877-410-8817 they are directed to the Welcome Contact Flow. If an informational message has been enable through the remote management application, it will be played following the language selection.



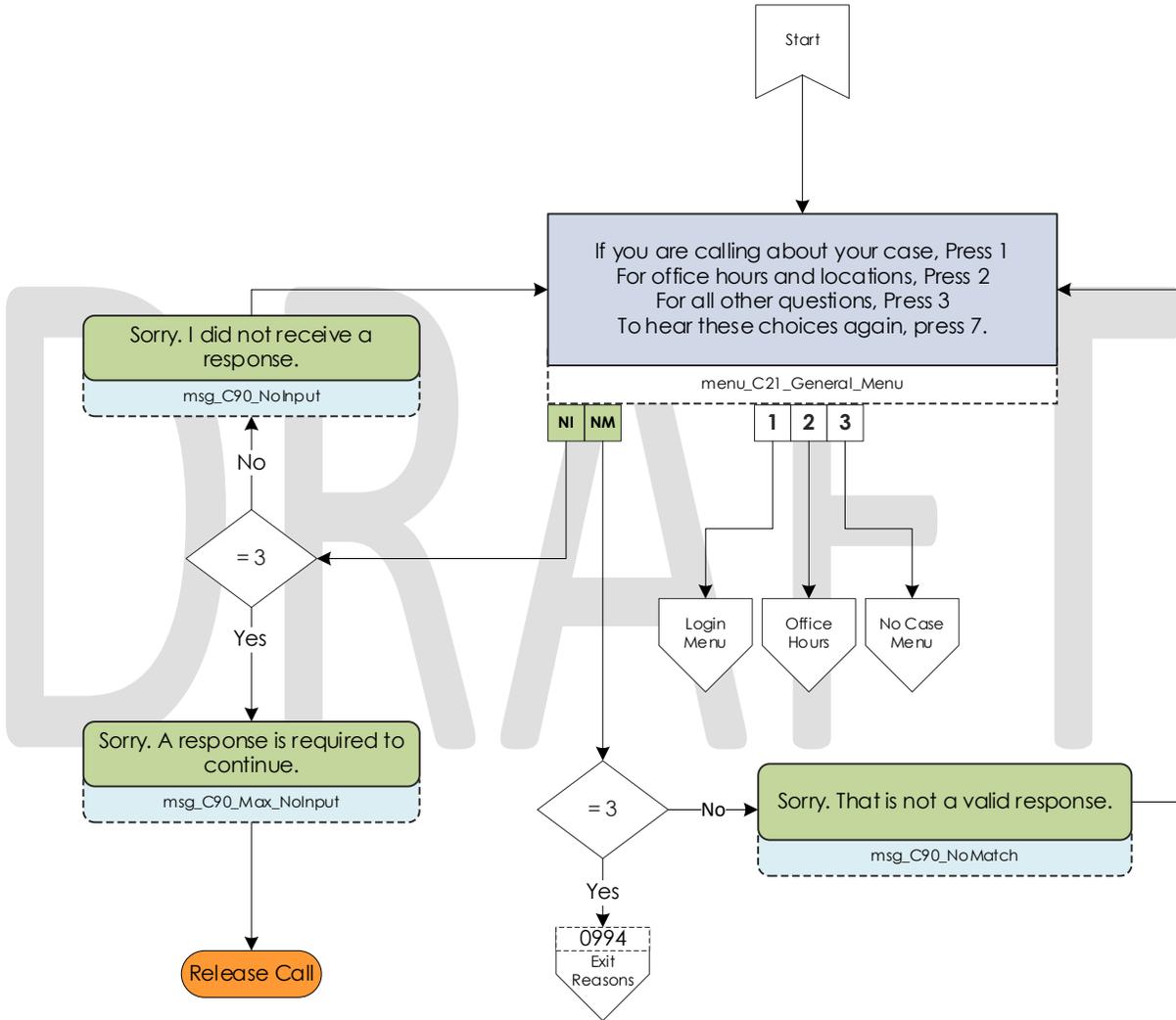
2.2.3 Person Lookup Contact Flow

All callers are directed to the Person Lookup Lambda. Initially the caller's phone number is sent to the IVR Webservice to determine if that phone number is associated with a person that has a voice print. If the Webservice doesn't return anything, they are sent to the General Menu. If the Webservice returns a list of Pers_ID's larger than 0, we first check if the list is larger than 15. We check the size of the BVP list to keep the response time minimal when comparing voice prints. If a caller returns to the person lookup contact flow, the system will attempt to identify the caller with either their social security number or the case number.



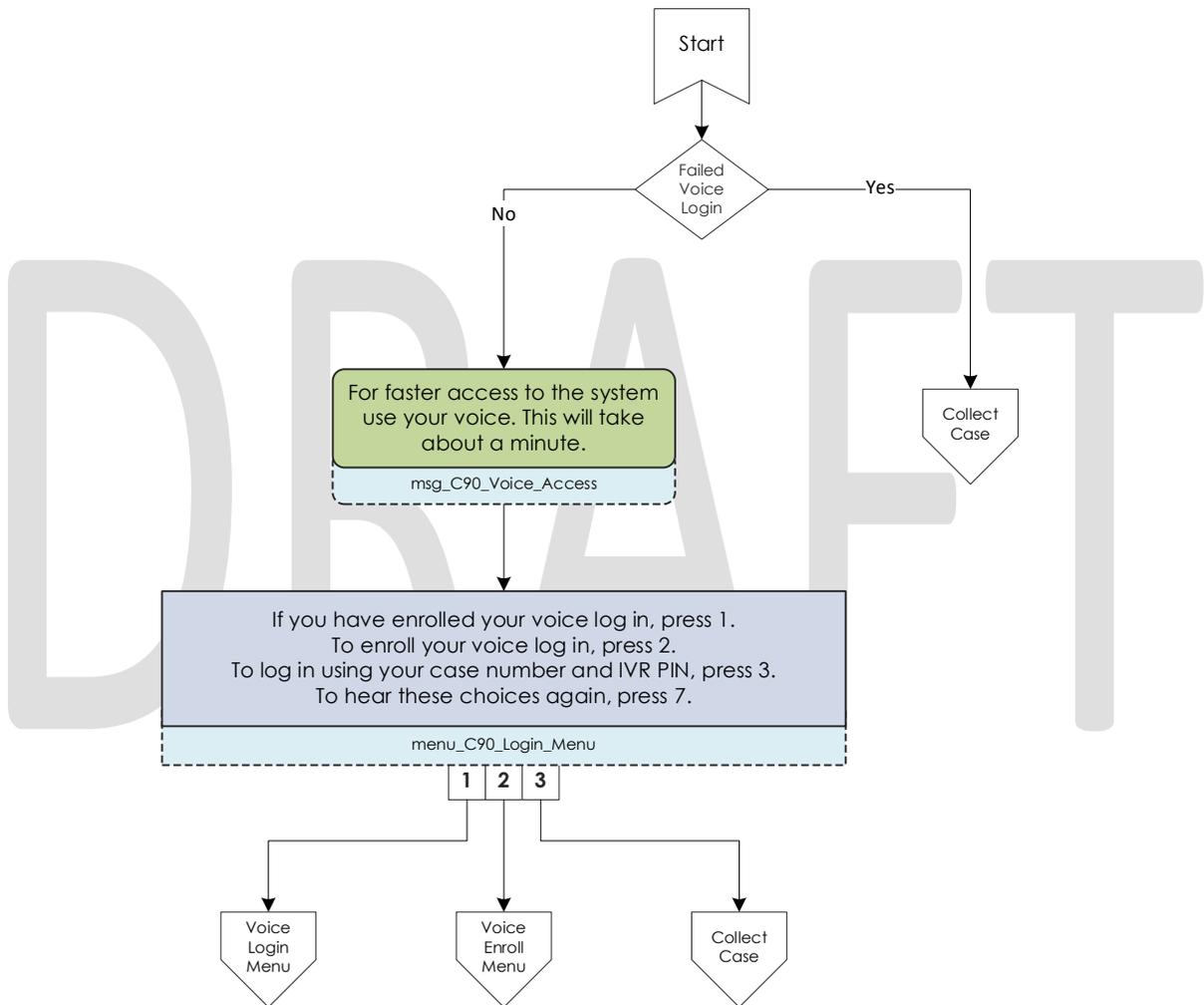
2.2.4 General Menu Contact Flow

Callers are directed to the General menu if they do not have a voice print, or they've opted to return to this menu. Callers are offered three options on this page, calling about an existing case, listening to office hours and location, and general questions.



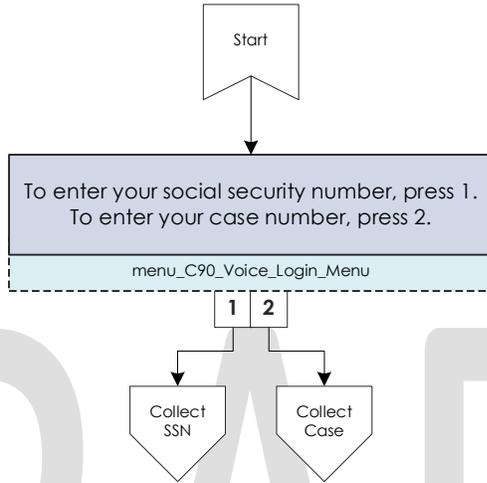
2.2.5 Login Menu Contact Flow

If callers select the options to indicate they are calling about their existing case, we first check to see if that caller already failed to login with their voice. If that's true we immediately send them to the Collect Case contact flow. If that is not true we give the caller three options, login using their voice, enroll their voice, or login using their case number and IVR PIN.



2.2.6 Voice Login Contact Flow

If a caller selects to login using their voice, they are asked if they would like to enter their case number or social security number. This is used to locate a pers_id to identify what voice print to compare the voice print with.

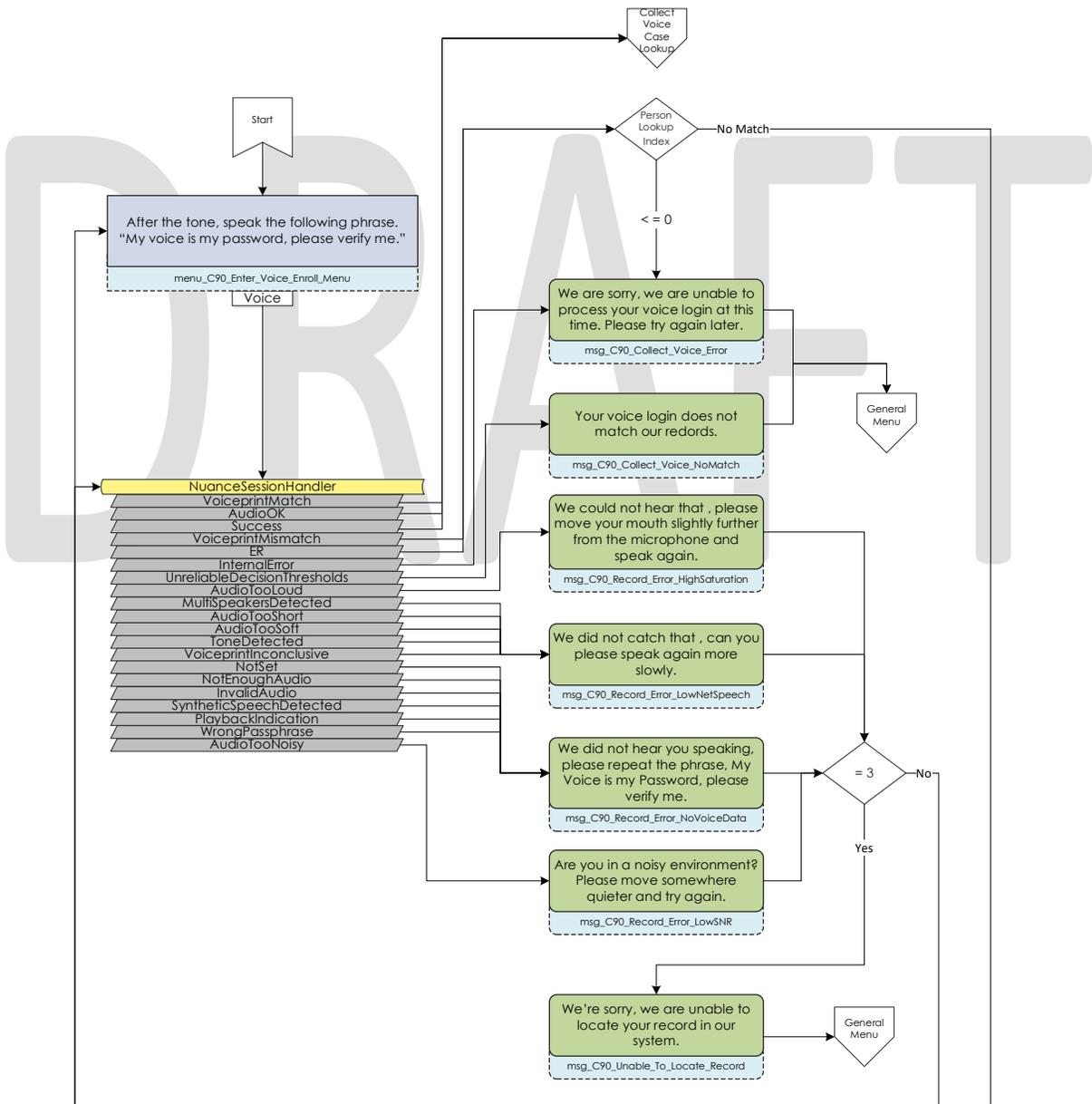


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2.2.7 Collect Voice Contact Flow

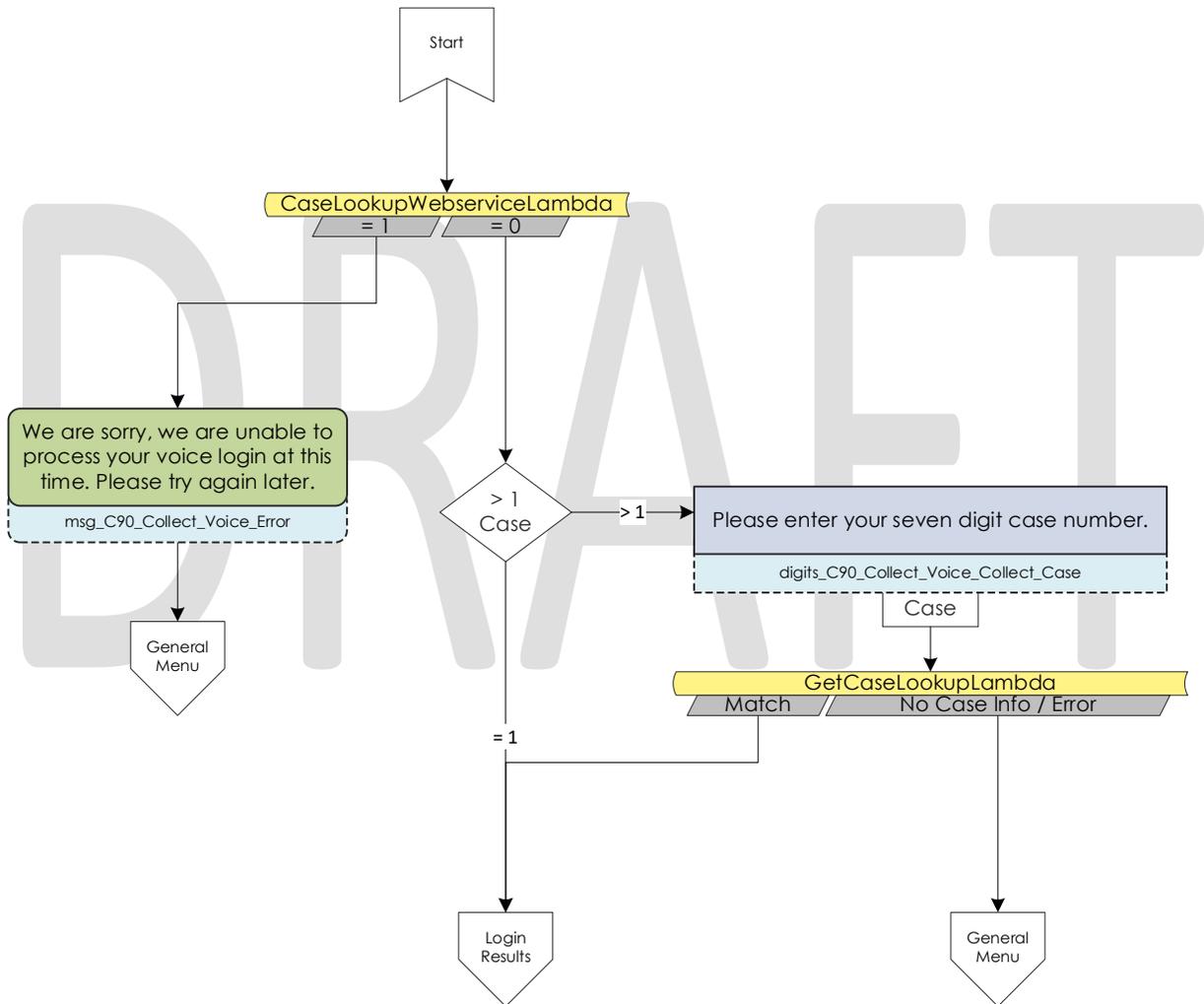
If a caller is identified with their phone number by the Person Lookup Lambda, or opted to login with their voice and successfully identified themselves with their case number or social security number we ask them to speak their passphrase, "my voice is my password, please verify me." The passphrase is streamed to the Nuance Security server to compare the passphrase with previously enrolled voice prints. If the voice print doesn't match the previously recorded voice prints, they are eventually sent to the General Menu.

The error messages are



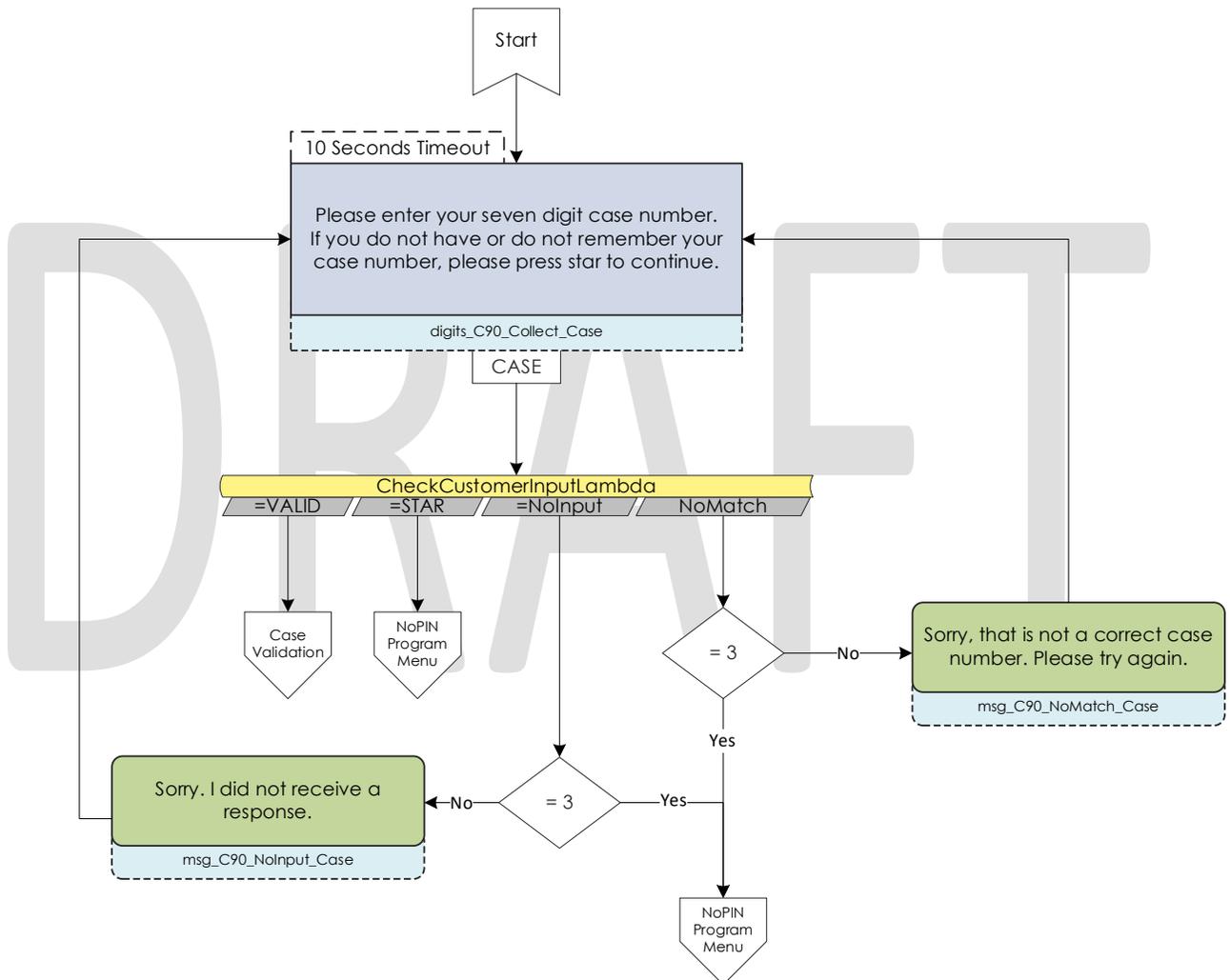
2.2.8 Collect Voice Case Lookup Contact Flow

If a caller successfully authenticates with their voice, we check if the Pers_ID that the voice print is associated with is associated with a Marin County Case. If the lambda doesn't return an active case, they are sent back to the general menu. If the lambda returns more than one case for that Pers_ID they are asked to enter the Case number they are calling about.



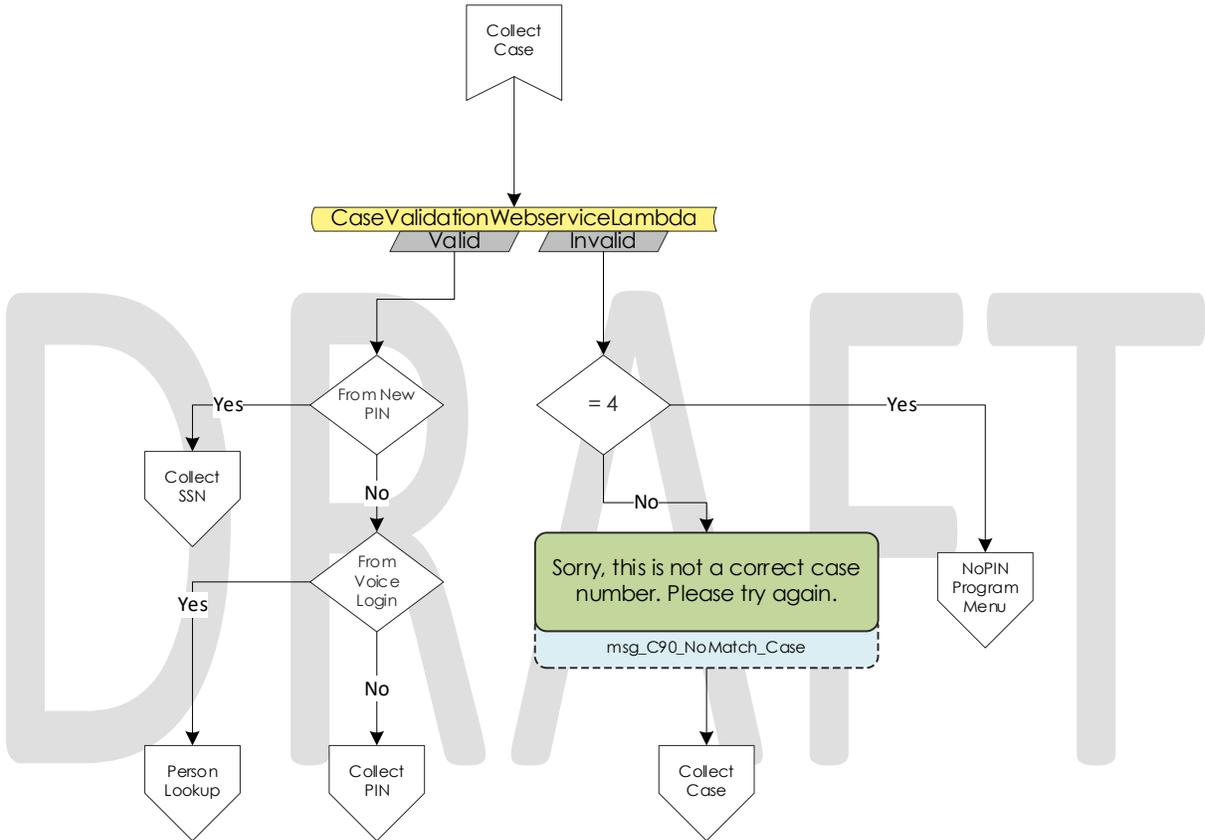
2.2.9 Collect Case Contact Flow

If a caller selects to login with their case number and PIN, we first need to gather their case number to start the login process. After the caller enters their case number they system verifies that they entered seven digits.



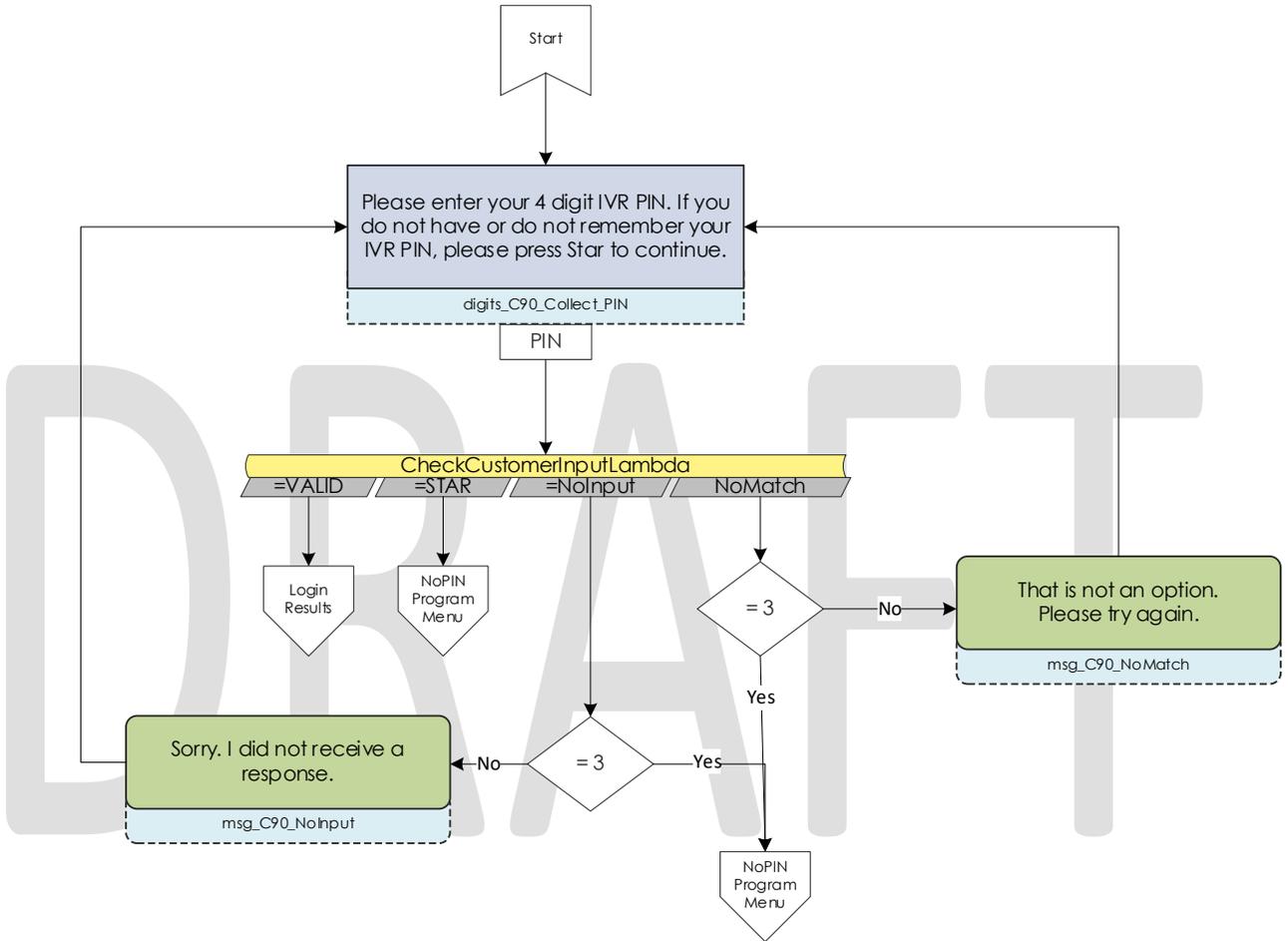
2.2.10 Case Validation Contract Flow

If a caller successfully entered seven digits, the system verifies if that is a valid case number. If it is valid, it then checks if the caller came from the New PIN or Voice Login Menu. If they didn't we send the caller to the collect PIN contact flow.



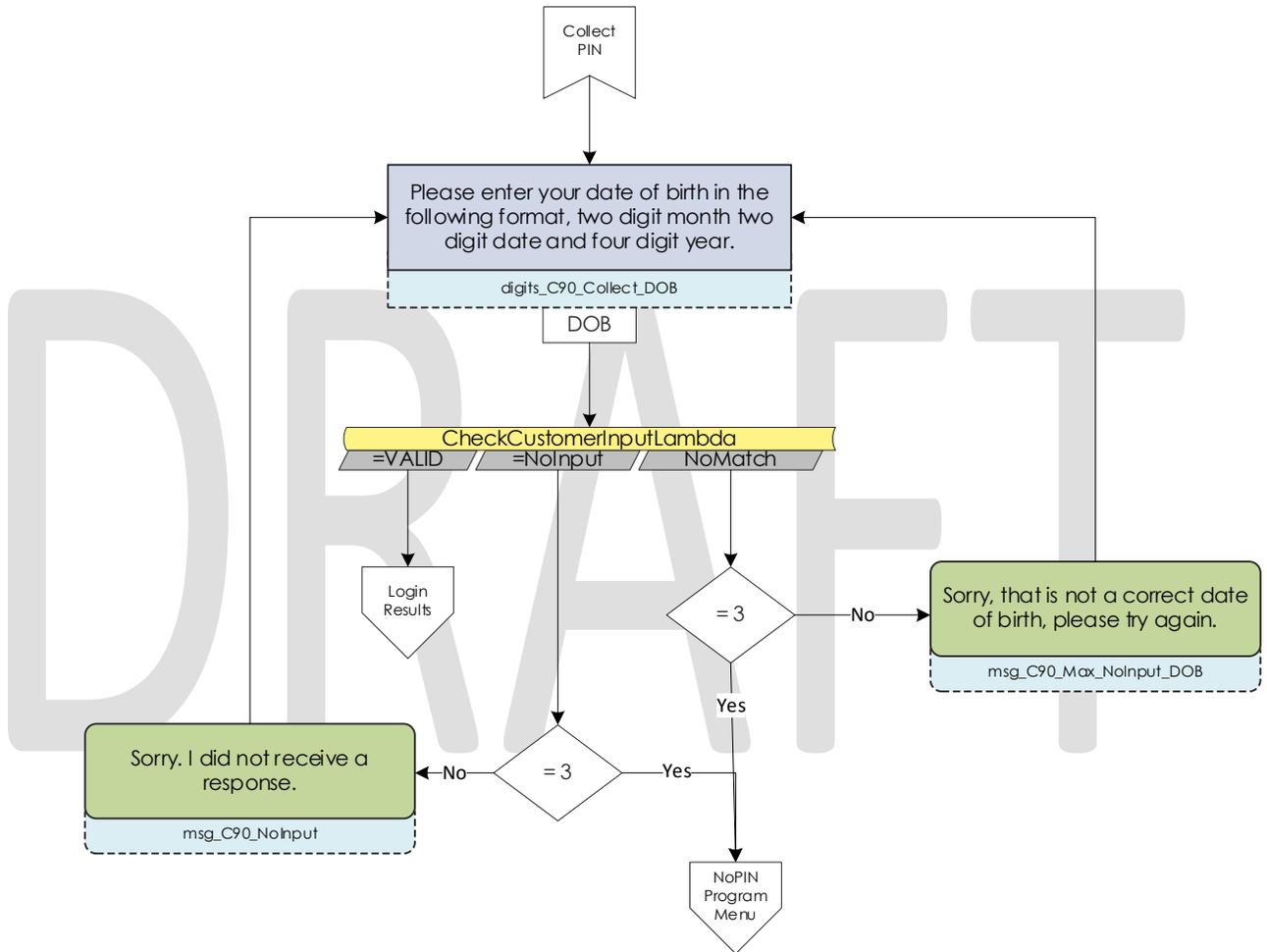
2.2.11 Collect PIN Contact Flow

Callers are asked to enter their IVR PIN to complete the login process. After they enter their four-digit PIN, the system validates that it's four digits in length.



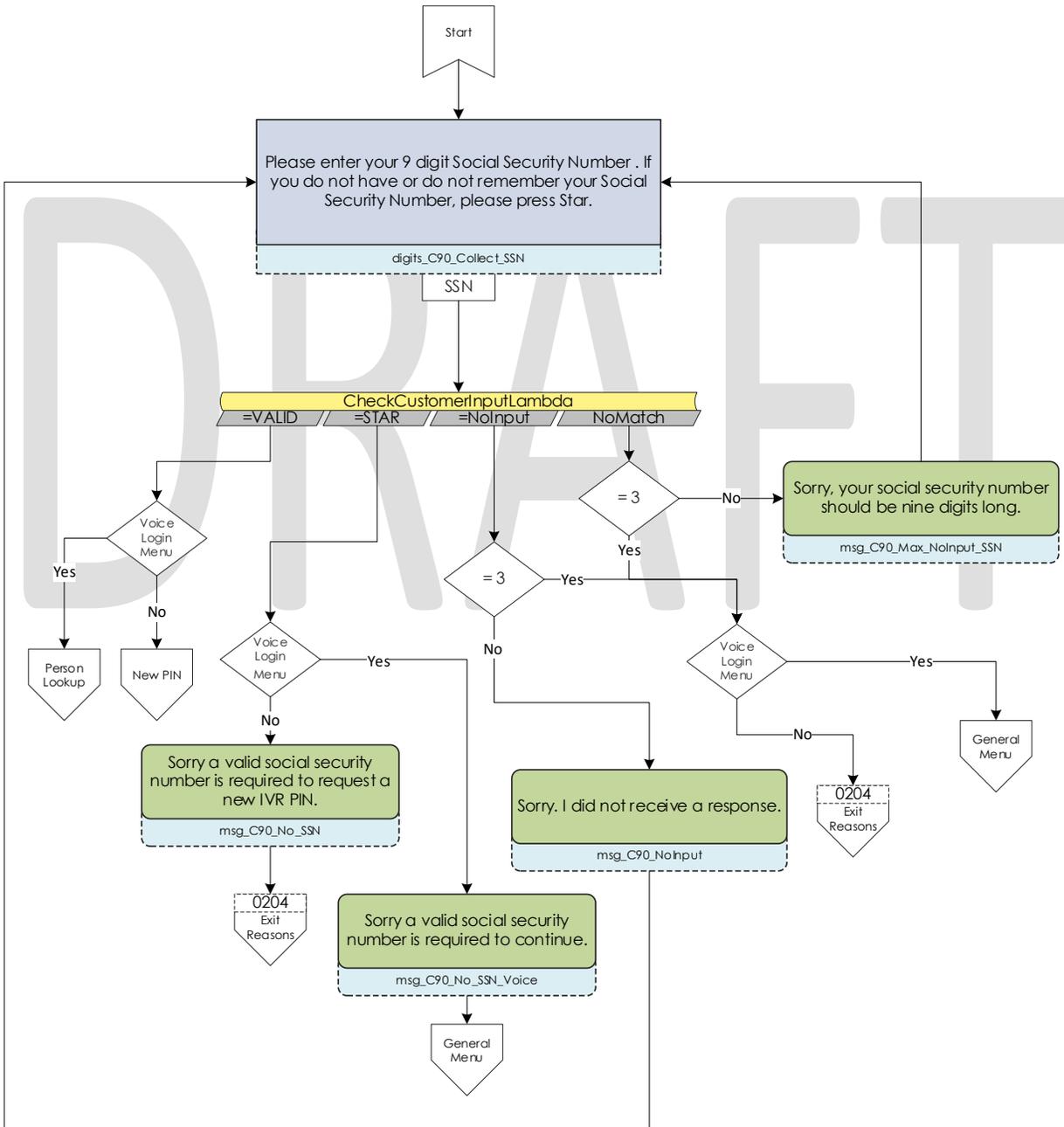
2.2.12 Collect DOB Contact Flow

In the event a caller has the same IVR PIN as another member on their case, we require their date of birth to determine which person is calling. Once they enter their date of birth, we validate that it is the correct format before sending it to Login results contact flow.



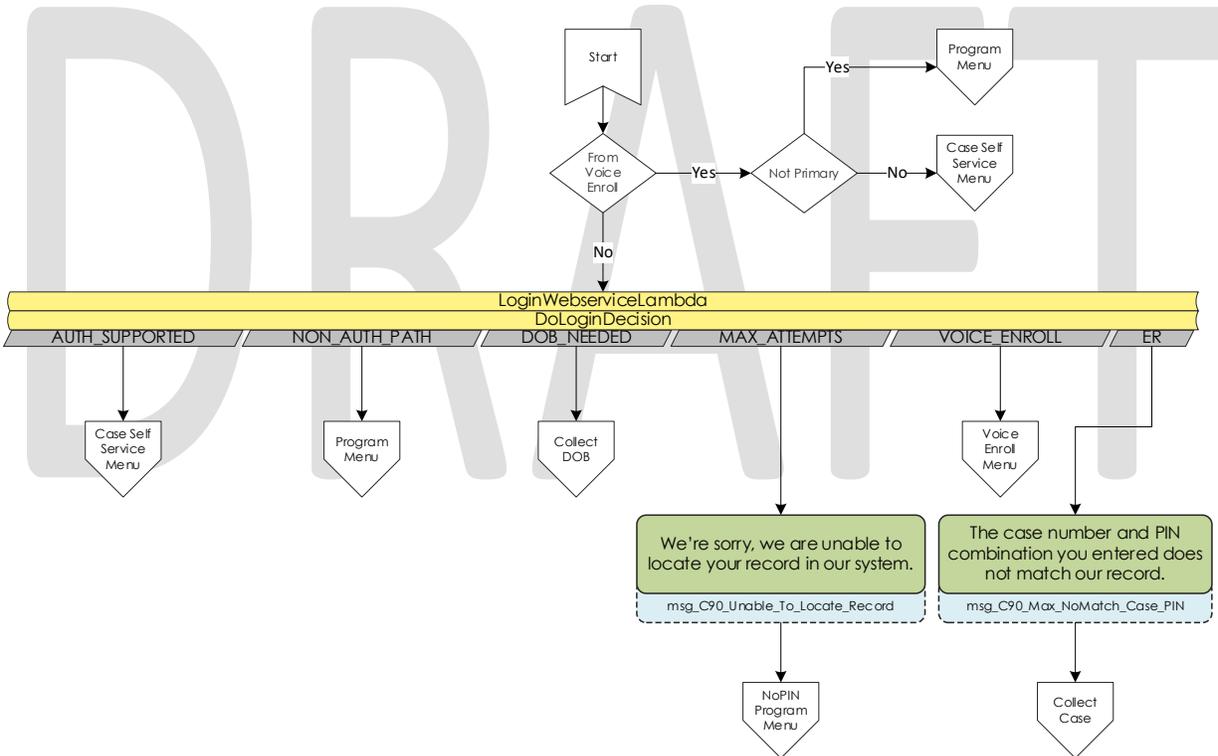
2.2.13 Collect SSN Contact Flow

If a caller is requesting a new IVR PIN or are attempting to login with their voice and we didn't identify them by their calling phone number, we require they enter their social security number. Once the caller enters their SSN we validate that it's nine digits in length. If the caller presses star indicating they do not have or do not know their SSN, we check if they were requesting a new PIN. If that is true, we send the caller to an agent.



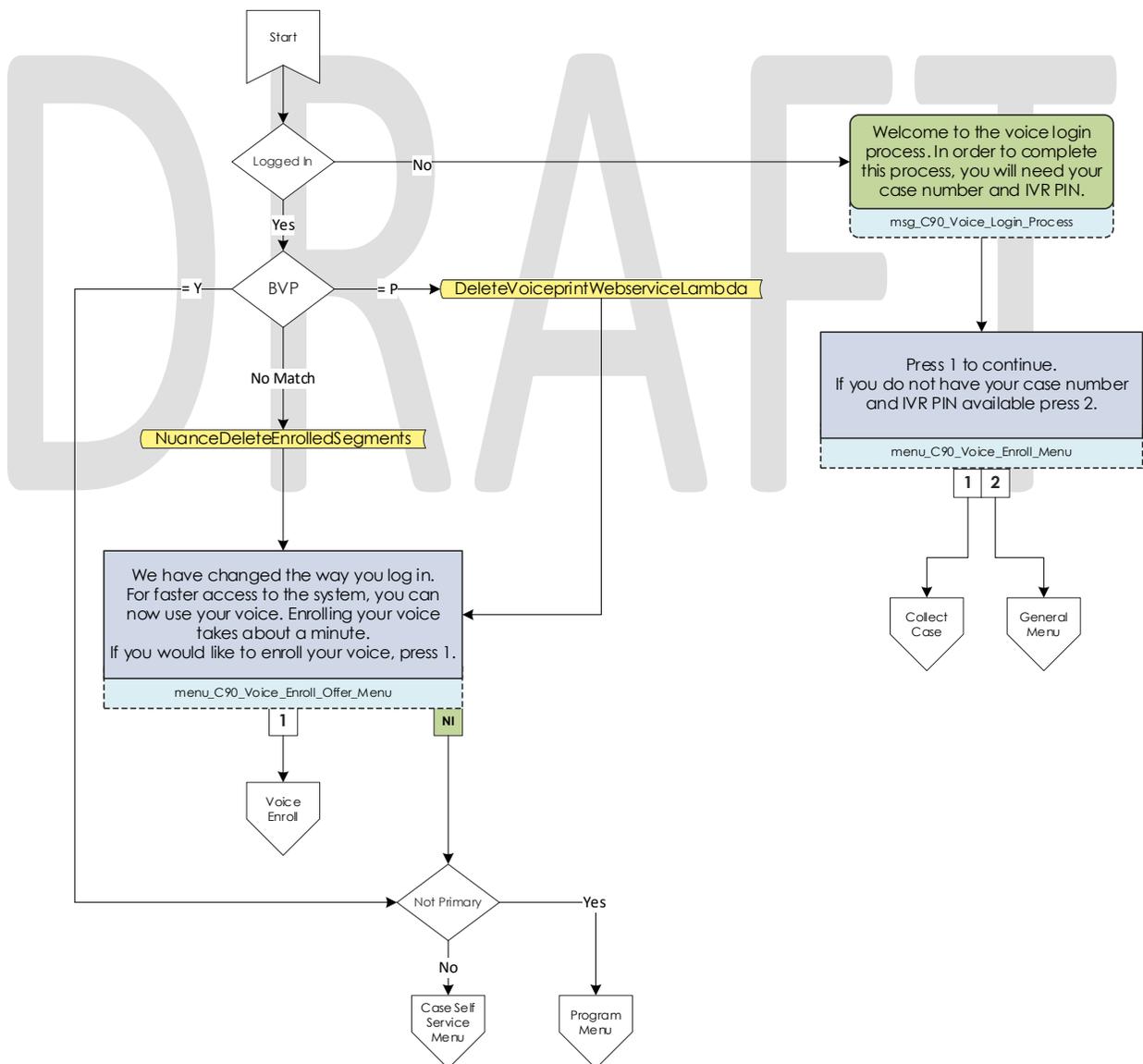
2.2.14 Login Results Contact Flow

Once a caller authenticates with either their voice or with their case number and IVR PIN, we check where to send the caller. If the caller is the primary applicant, or MediCal is active on the case and has a voice print, we send them to the case self-service menu. If a caller successfully authenticates, but are not primary and MediCal is not active, we send the caller to the Program Menu. If the caller authenticates with their case number and IVR PIN, and there is a duplicate PIN on that case, we send the caller to the Collect DOB contact flow. If the caller has failed to login three times, we send them to the No PIN Program Menu. If a caller successfully authenticates (primary or not), and they do not have a voice print enrolled, we send them to the Voice Enroll Menu.



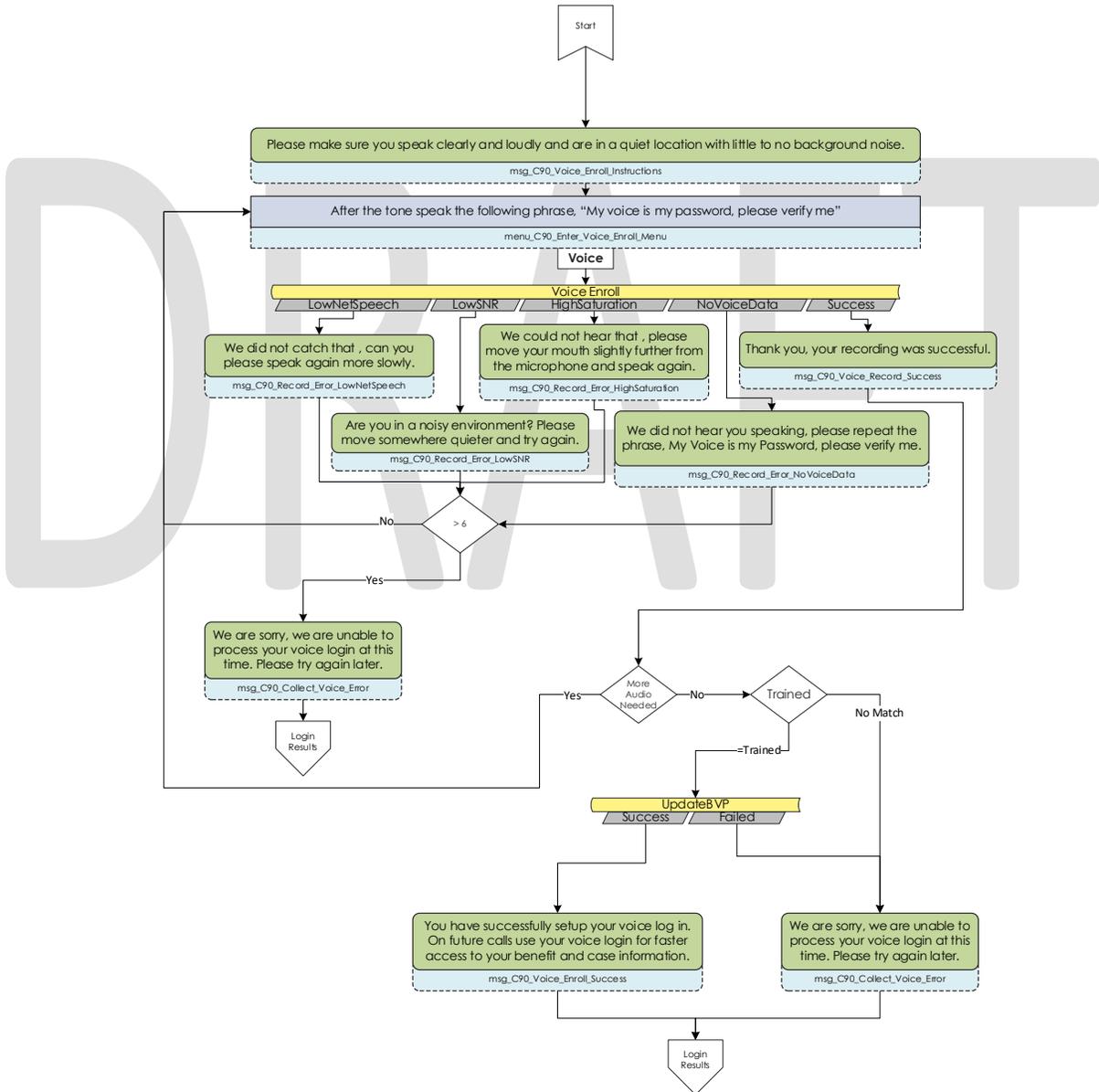
2.2.15 Voice Enroll Menu Contact Flow

If a caller opted into enrolling their voice from the login menu contact flow they are informed that they will need their case number and IVR PIN. If they successfully logged in, but did not have a voice print we check if their BVP_Code equals "P". If that is the case, we delete the voice print associated with the pers_id. If their BVP_Code does not match Y or P, the system attempts to delete any possible voice recording for the caller in case they successfully record one or two voice prints, but didn't complete the enrollment process with three recordings.



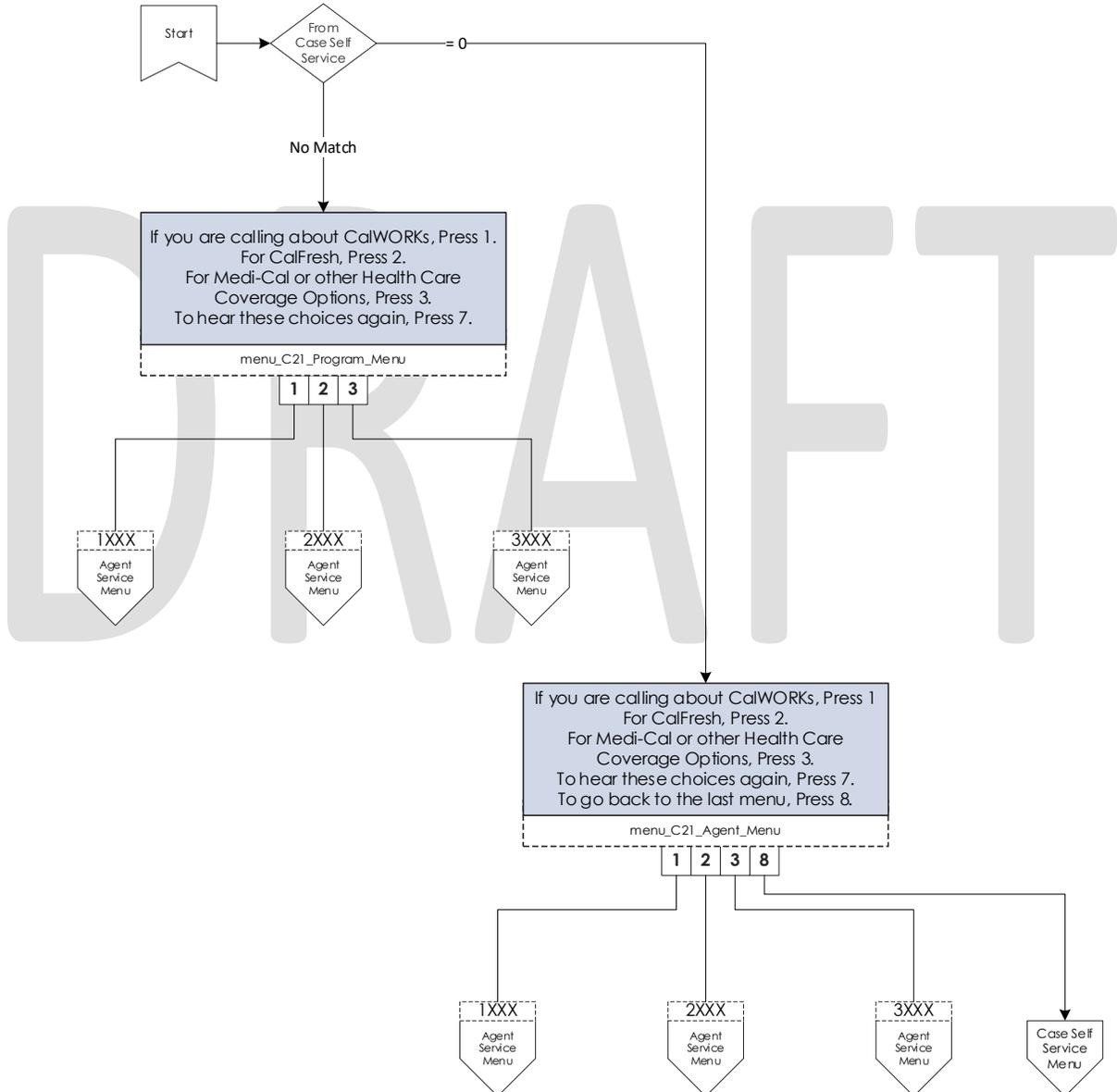
2.2.16 Voice Enroll Contact Flow

Once a caller opts into enrolling their voice print, we ask them to state the phrase “My voice is my password, please verify me” three times. Between each recording we check the quality of the recording and let the caller know if the recording isn’t high enough quality. After a total of six failed attempts, across all recording attempts, the enrollment process is abandoned, and the caller is sent to the next menu.



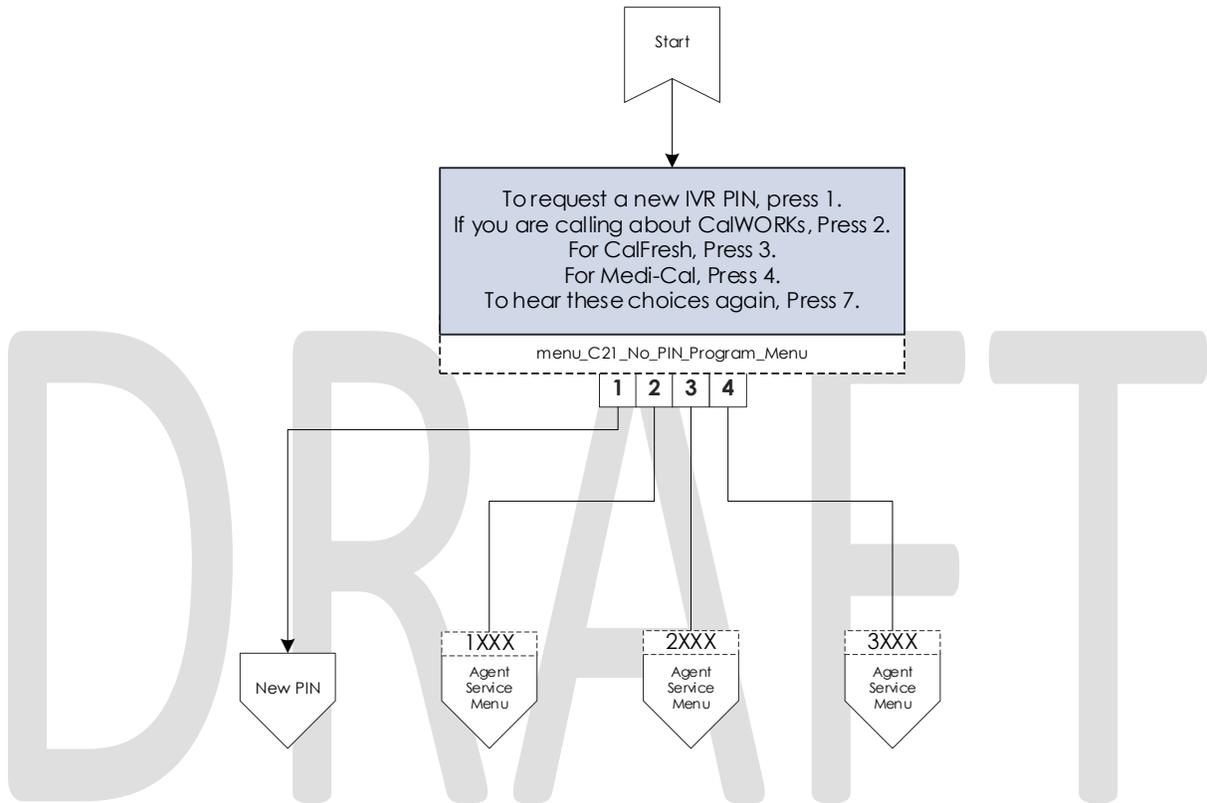
2.2.17 Program Menu Contact Flow

If a caller that is calling about an existing case but fails to successfully authenticate, or opts to skip the authentication process, they are asked about the program and purpose of their call today to assist the agent with that call. If the caller successfully authenticated and requested to speak to an agent the caller is given the same set of options, but also has the option to go back to the Case Self Service Menu.



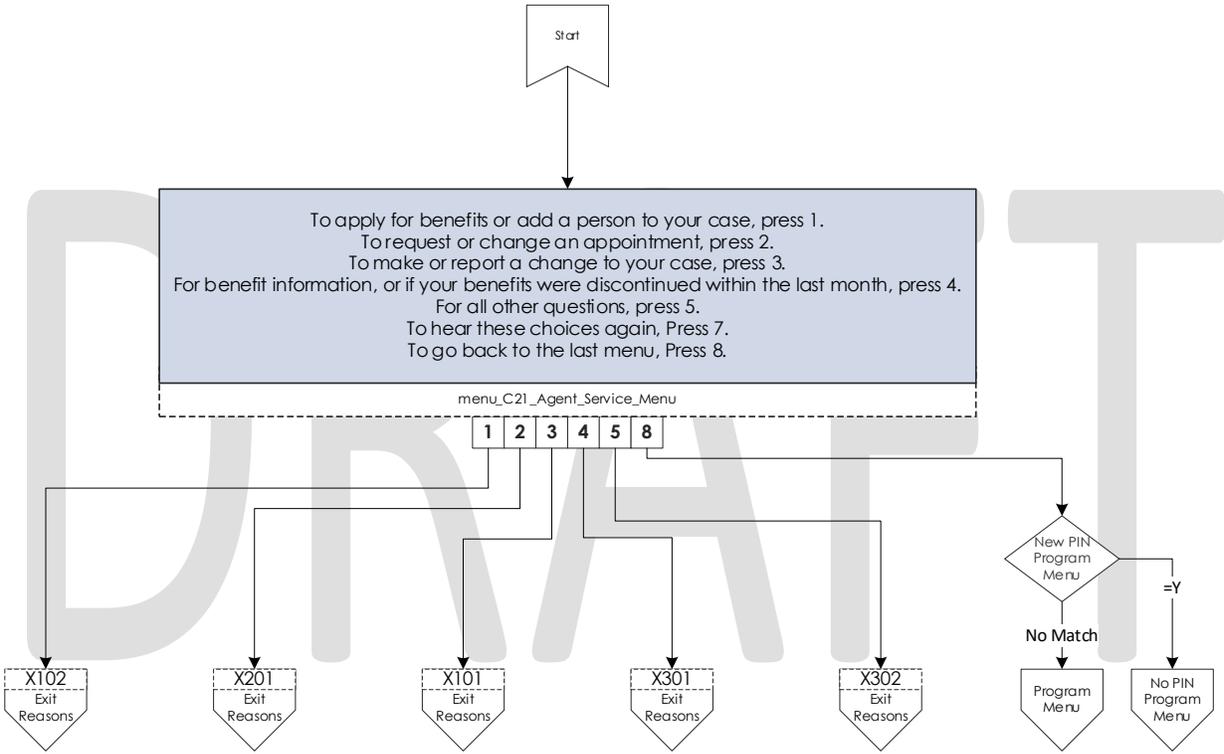
2.2.18 No PIN Program Menu Contact Flow

When a caller indicates that they are calling about an existing case but does not authenticate, they are given the option to request a new IVR PIN, or to indicate the program they are calling about.



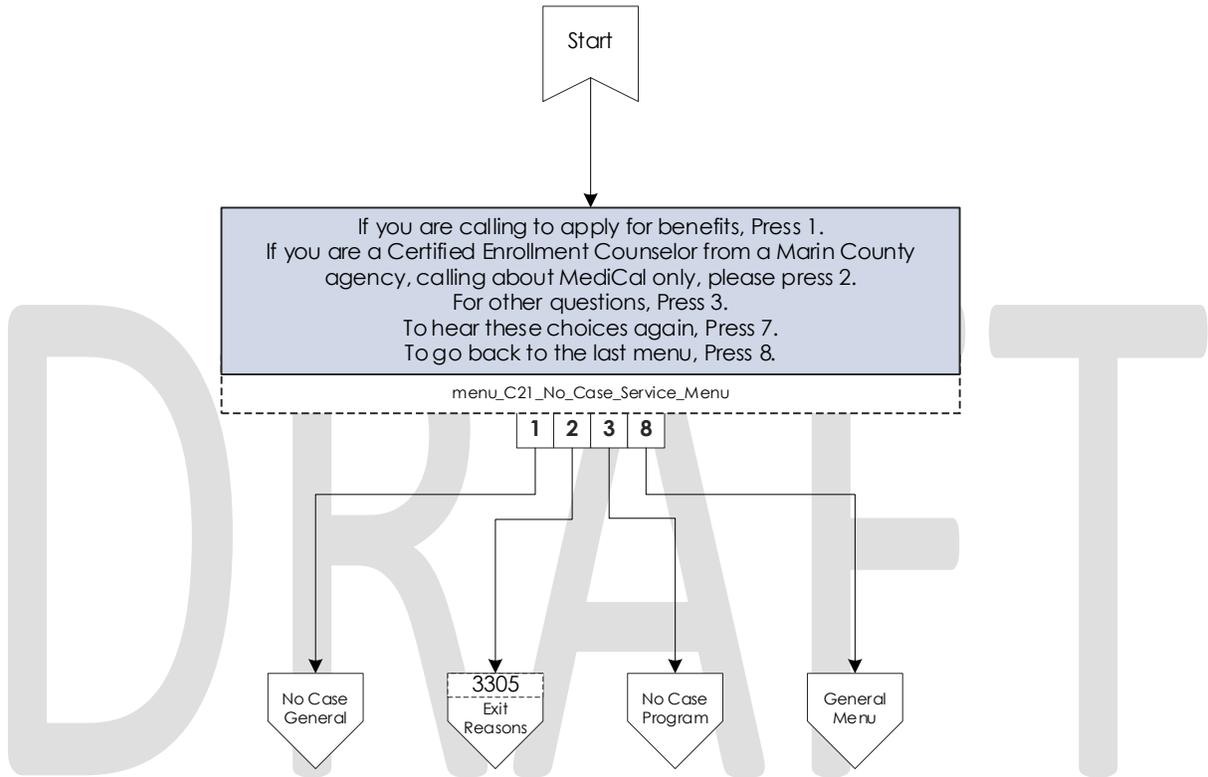
2.2.19 Agent Service Menu Contact Flow

After a caller selects what program they are calling about, they are given the same set of options to indicate what they need help with. This information is passed onto the worker in their CCP banner. If the caller indicates they wish to return to the previous menu, we check which path they took to get here.



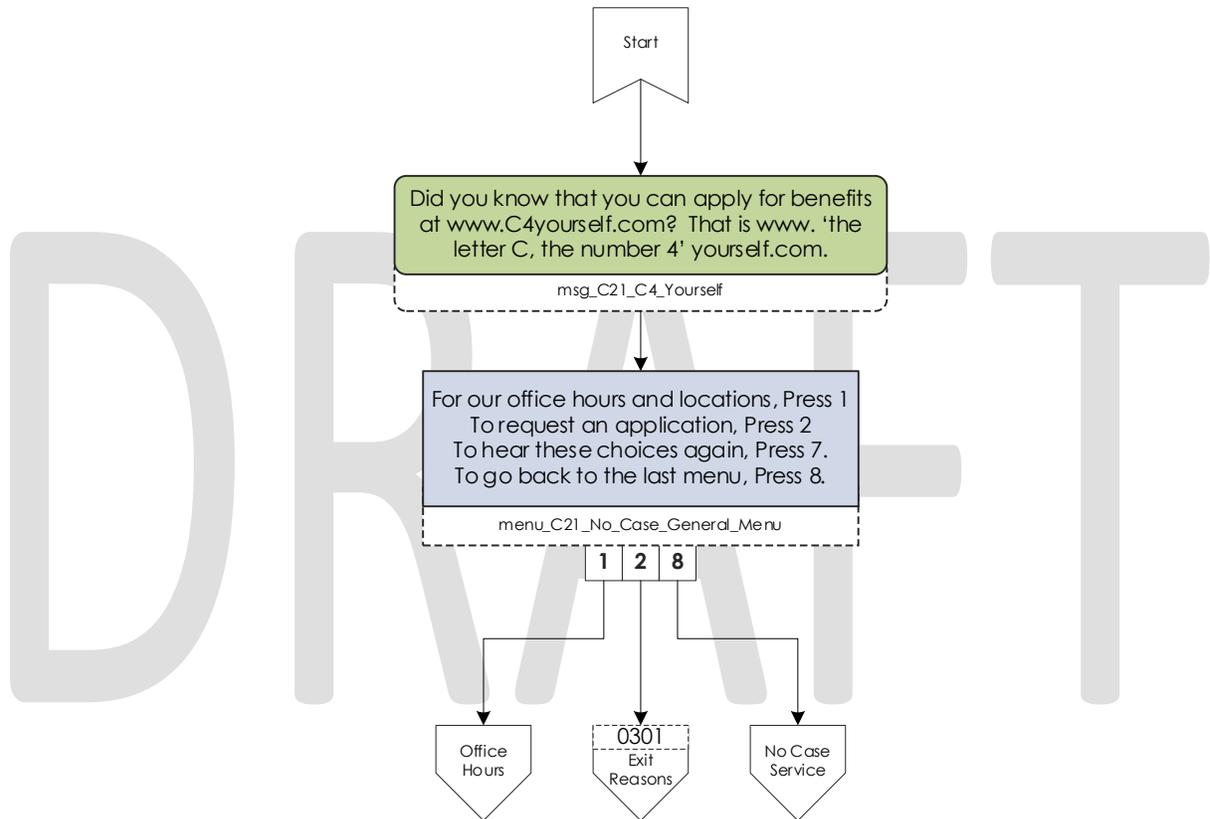
2.2.20 No Case Service Contact Flow

If a caller selects the “all other questions” option from the general menu, they are sent here. They are given three different options. Option 1 is for applying for benefits and is sent to the No Case General Menu. Option 2 is indicating that they are an outside agency and sent directly to a worker. Option 3 is for all other questions.



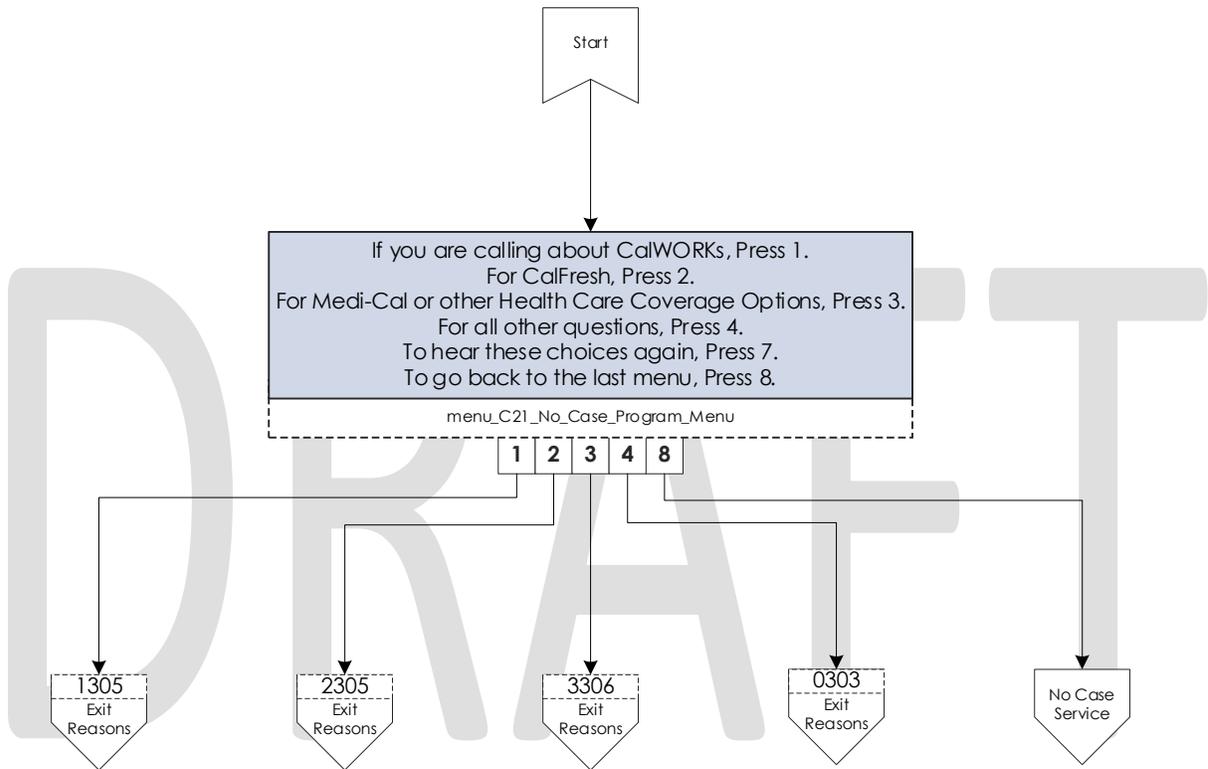
2.2.21 No Case General Contact Flow

Callers indicating that they would like to apply for benefits are given information on how they might apply online. Then they are given the option to get office hours and locations or to speak to a worker.



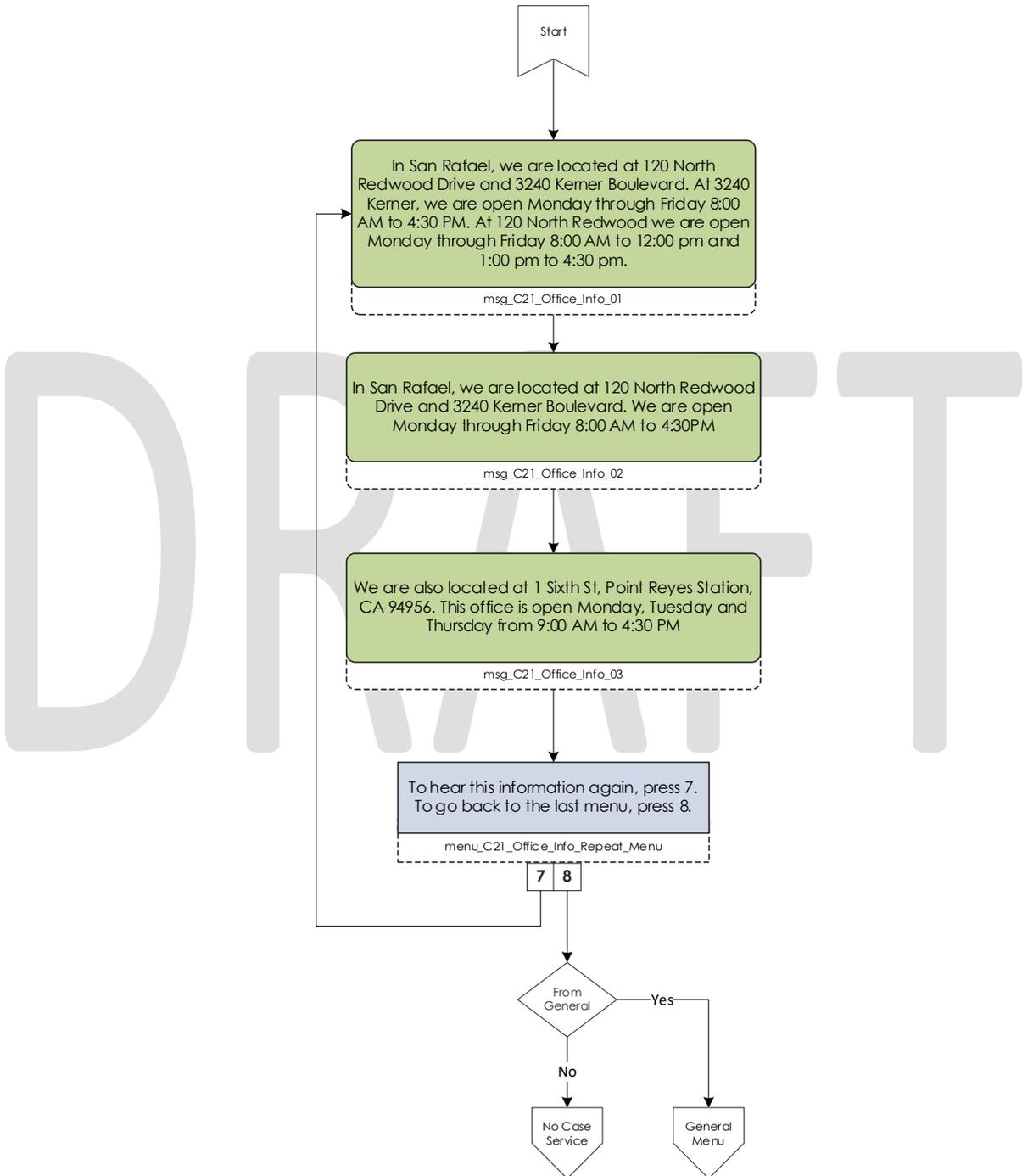
2.2.22 No Case Program Contact Flow

If a caller selects the all other questions option from the No Case menu, they are asked what program they are calling about.



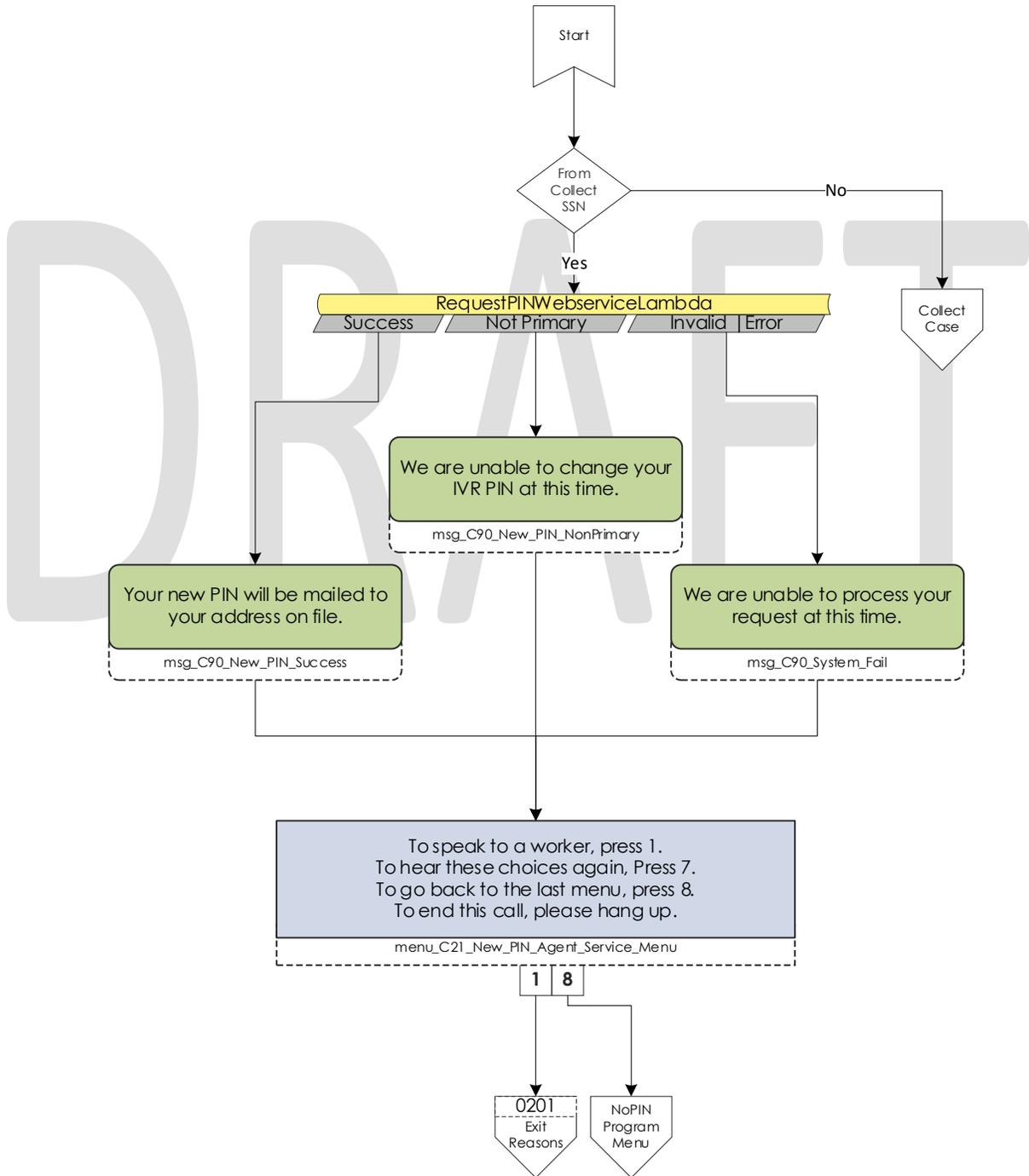
2.2.23 Office Hours and Locations Contact Flow

The IVR plays the information on the office hours and locations when then caller selects that menu option.



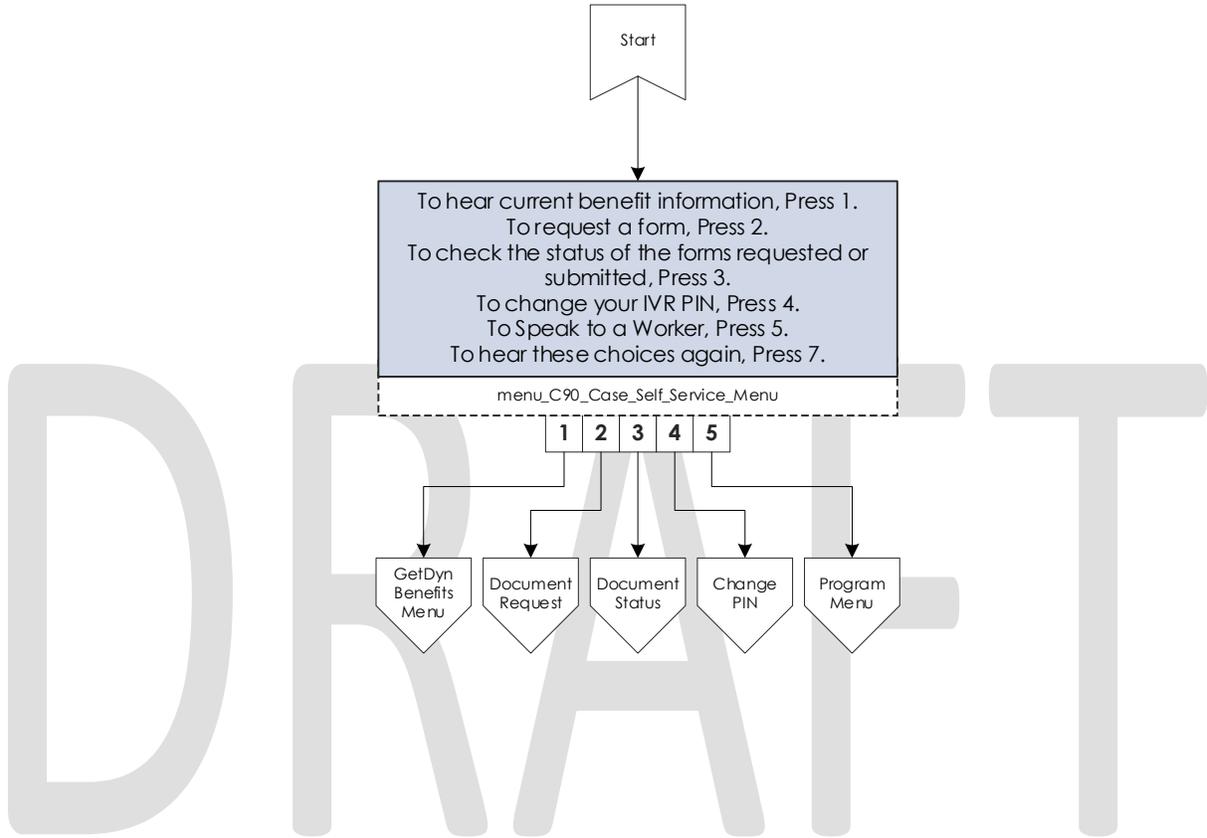
2.2.24 New PIN Program Menu Contact Flow

If a caller requests a New PIN the system first sends them to enter their case number and then their social security number. Once they have successfully entered both of those data points, they are both sent to the Lambda to request a new PIN. If a caller is not primary the system will not initiate a New PIN request, and they are forced to speak to a worker to get an IVR PIN.



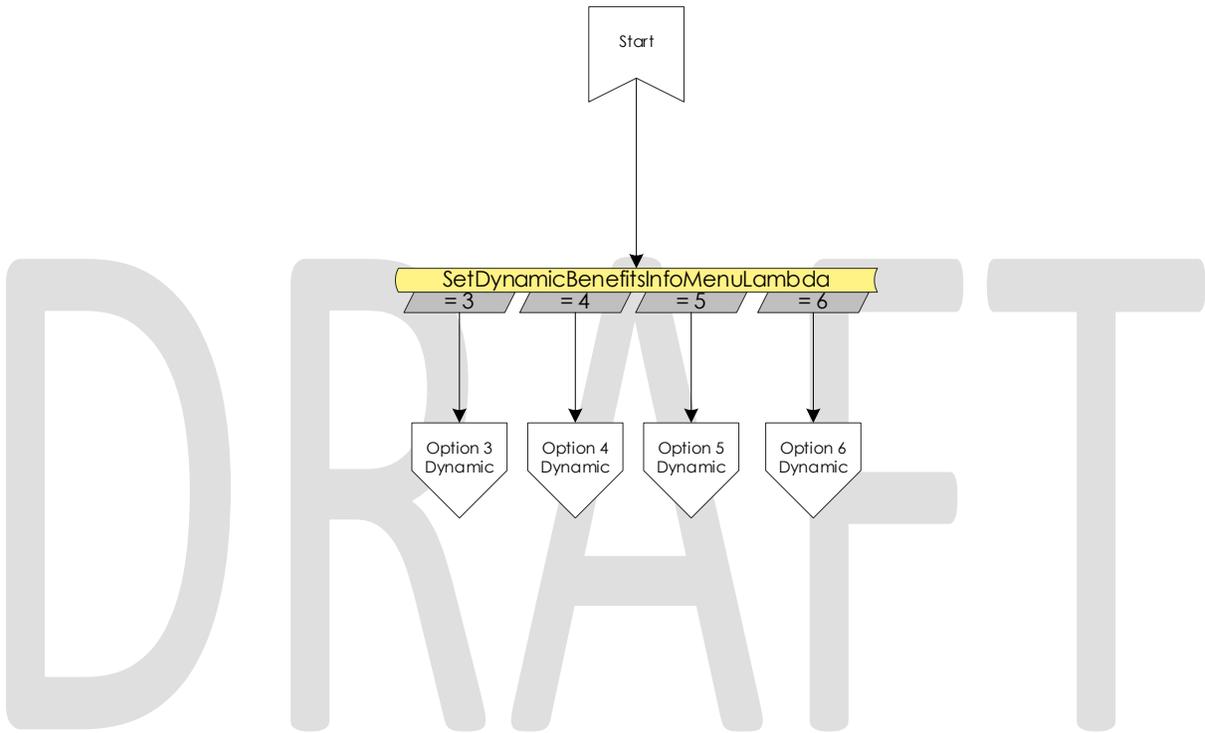
2.2.25 Case Self Service Menu Contact Flow

If a caller successfully authenticates, through their voice or case number and PIN, they are given options to access the self-service options.



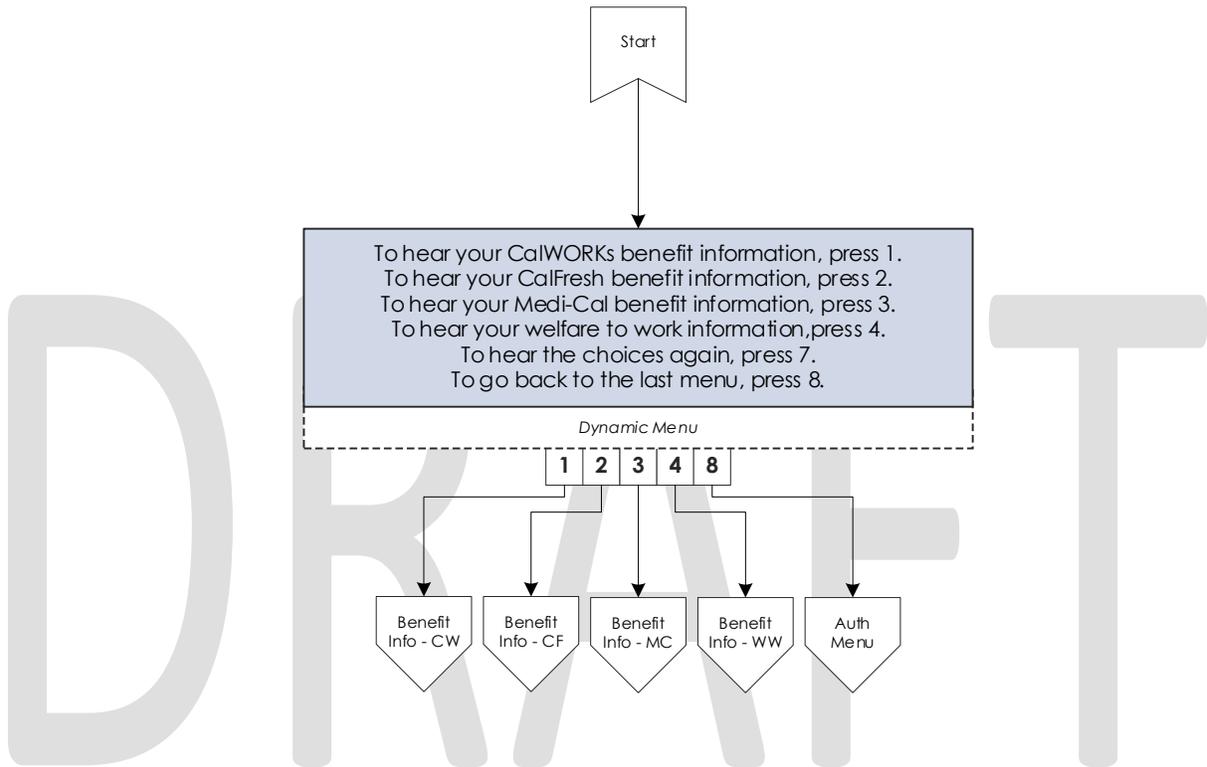
2.2.26 Get Dynamic Benefits Menu Contact Flow

This lambda call calculates how many programs are active on the case they logged in with. If only one program is active they are sent to the 3 options menu, to allow the caller to select that program plus option 7 to repeat and option 8 to return to the previous menu. The total number of programs that can be active on a single case that the IVR can play information on is four.



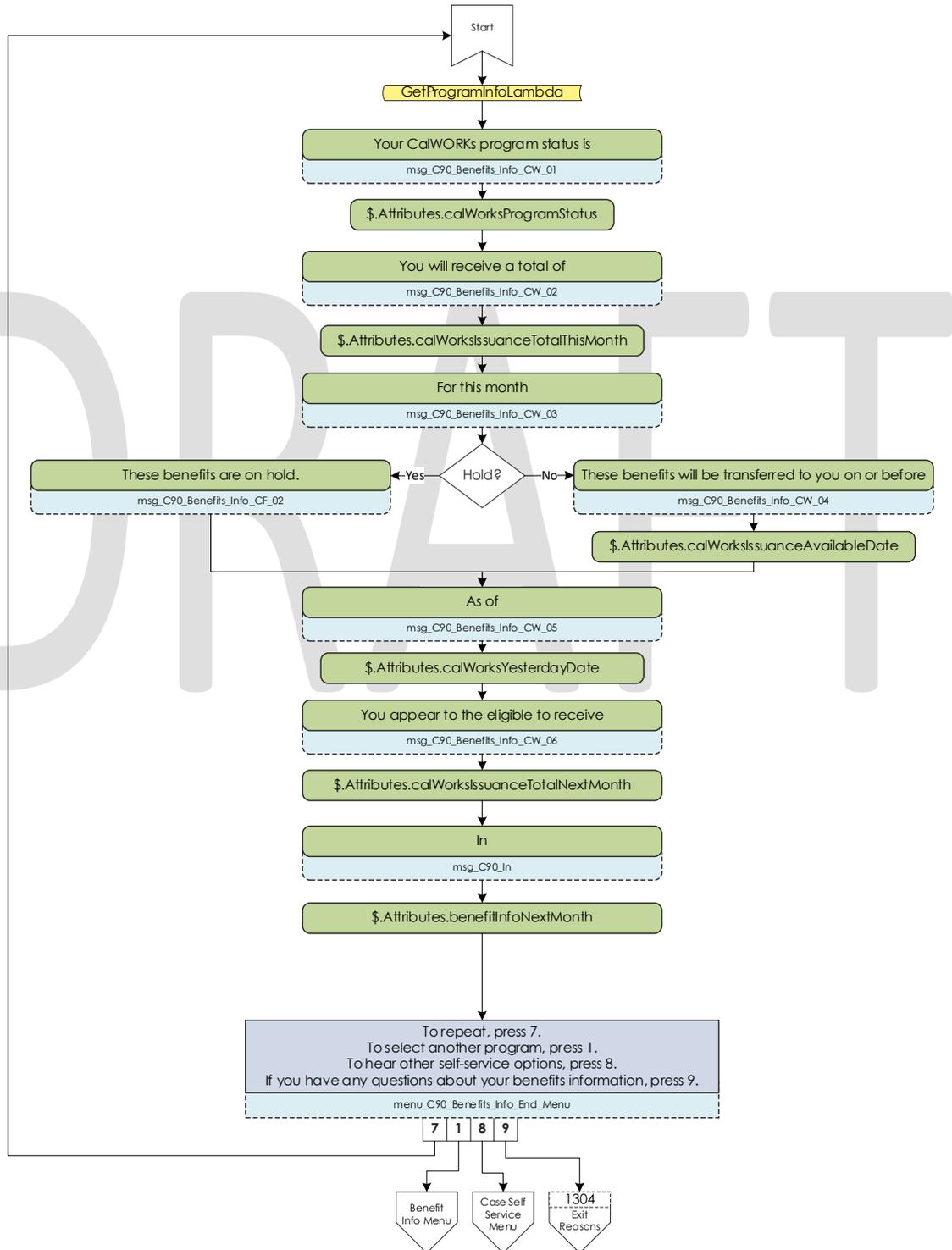
2.2.27 Dynamic Benefits Information Menu Contact Flow

If a caller selects to hear their benefit information, they are sent to a menu to select what program they would like to hear the information for. The menu is dynamic and only offers the caller to listen to programs that the IVR has information for.



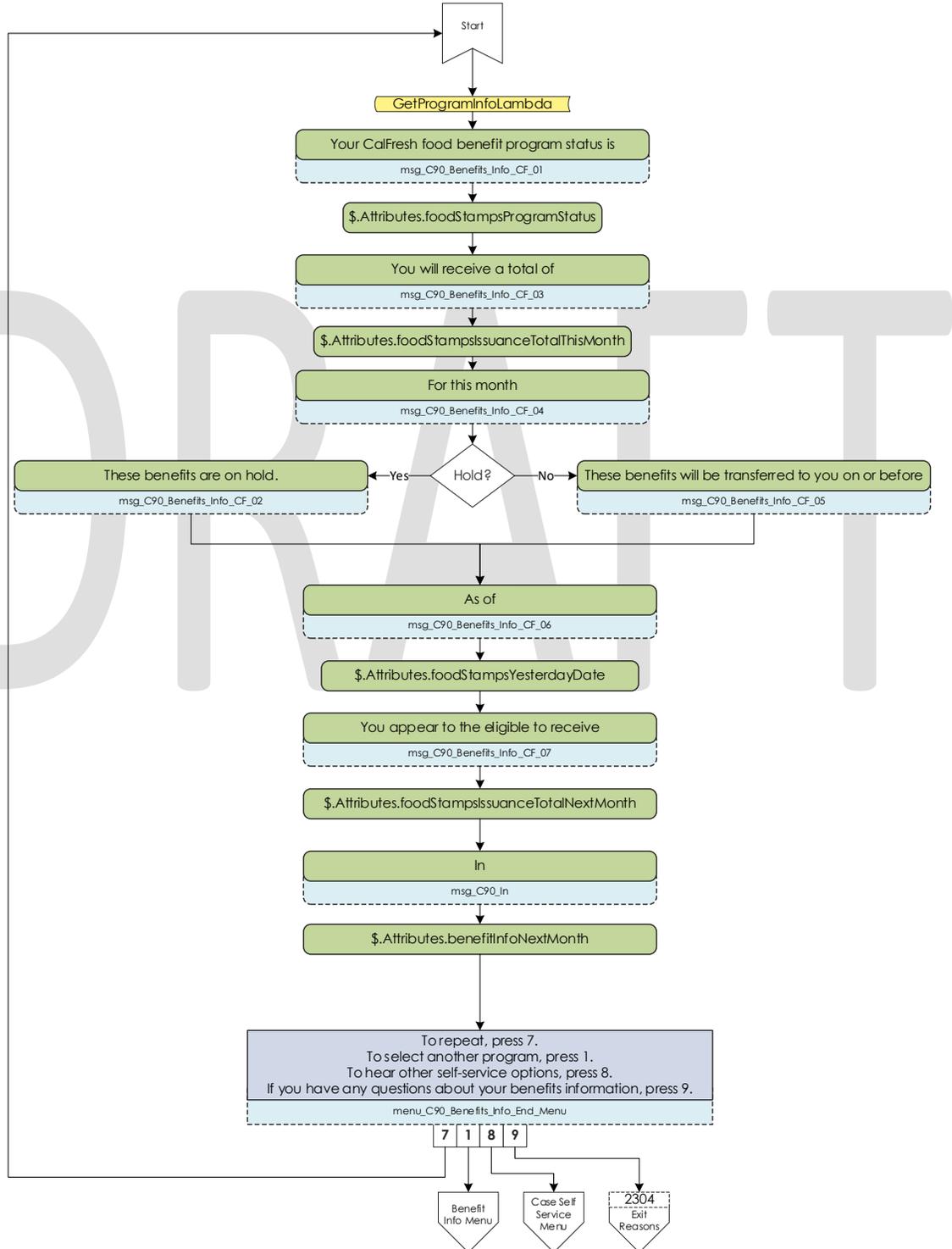
2.2.28 CalWORKs Benefits Information Contact Flow

If a caller selects to hear their CalWORKs program information, they hear all relevant information on their CalWORKs program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.



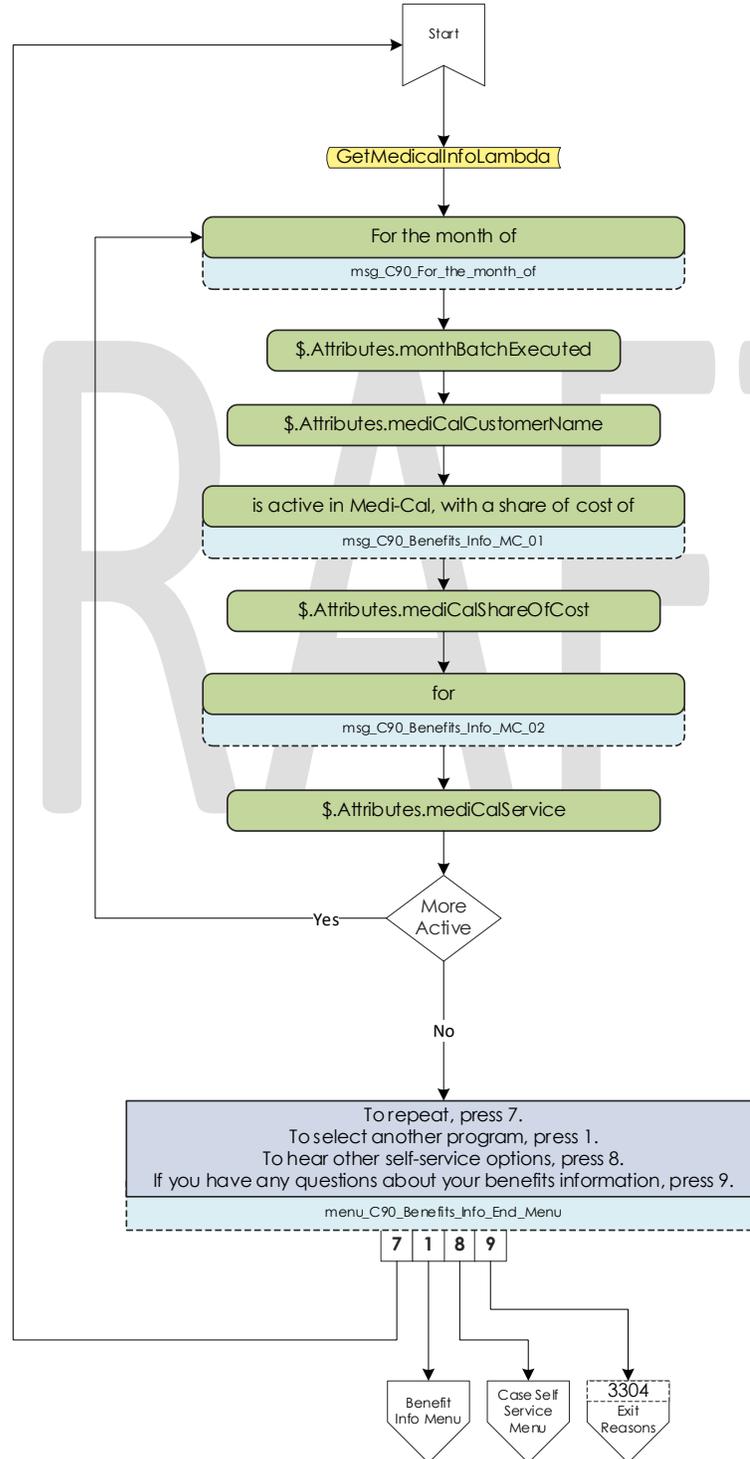
2.2.29 CalFresh Benefits Information Contact Flow

If a caller selects to hear their CalFresh program information, they hear all relevant information on their CalFresh program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.



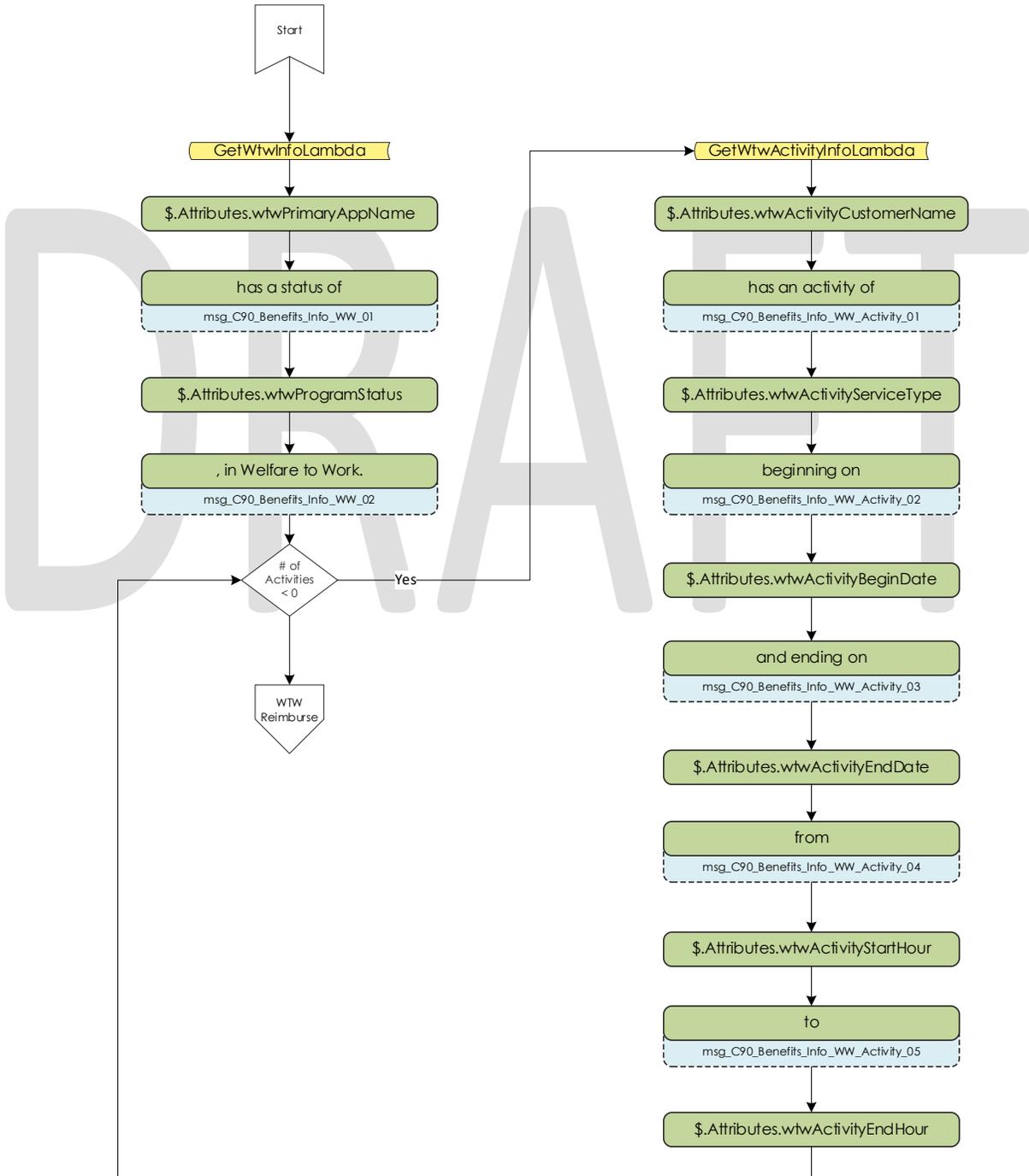
2.2.30 MediCal Benefits Information Contact Flow

If a caller selects to hear their MediCal program information, they hear all relevant information for all members on the case for their MediCal program. Once played, they are given the option to speak to a worker if they have questions on the information that was given to them.



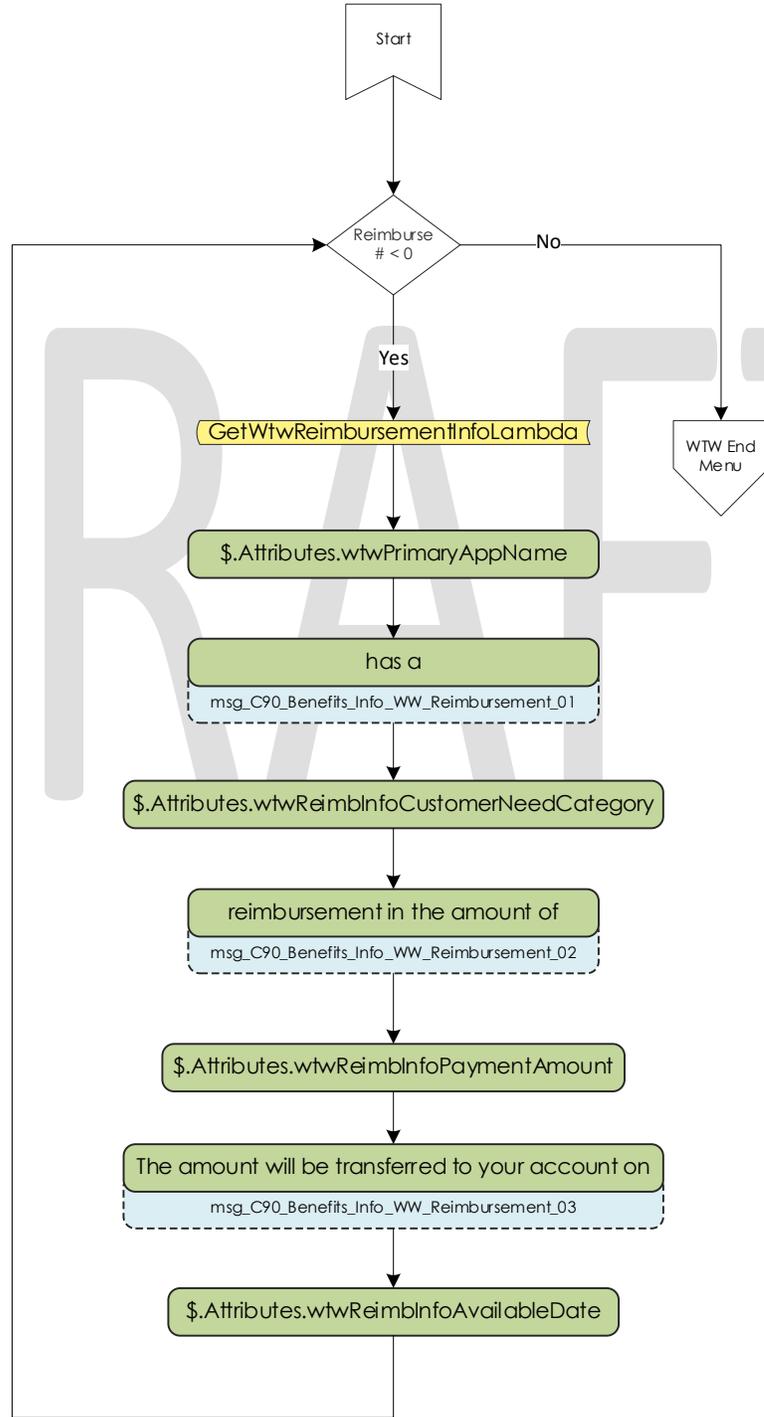
2.2.31 Welfare to Work Benefits Information Contact Flow

If a caller selects to hear their Welfare to Work program information, they are played the status of the program. The system then checks if there are any pending activities. If there are, they are played, if not the caller is sent to the WTW Reimbursements contact flow.



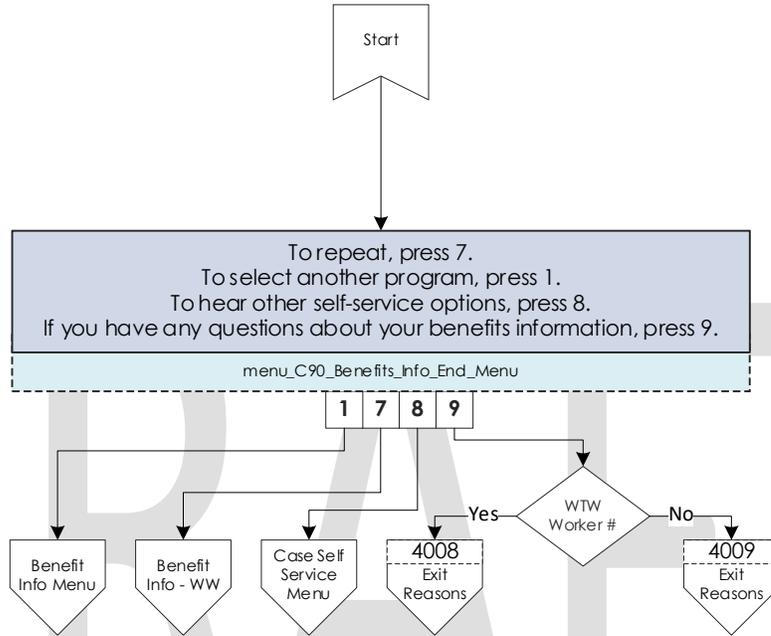
2.2.32 Welfare to Work Reimbursement Contact Flow

After listening to their program status, the system then checks if callers have any reimbursements to report to the caller. If they do not have any reimbursements on their case, the caller is sent to the WTW End Menu.



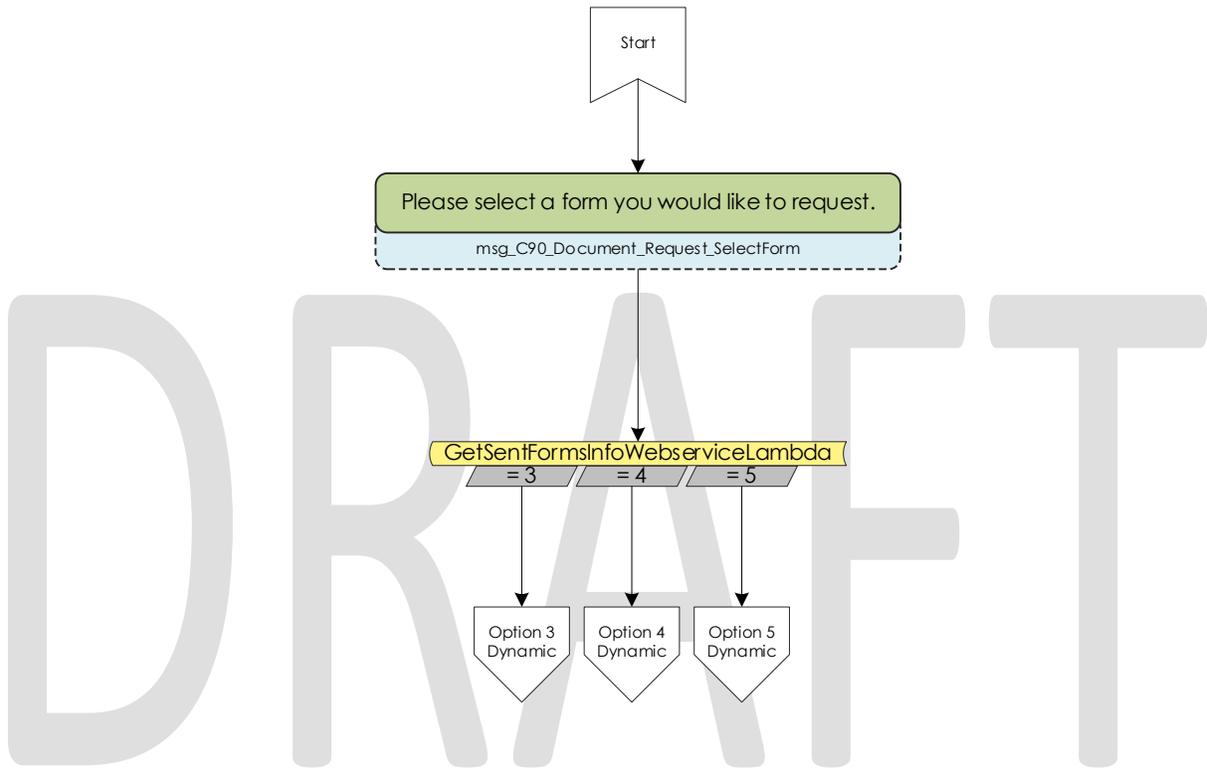
2.2.33 Welfare to Work End Menu Contact Flow

After listening to their welfare to work benefit information, callers are given an option to speak to a worker. If they choose this option the system will determine if the case worker's phone number is available. If it is available the system will transfer the caller to their desk phone. If it is not available it will transfer to a static phone number.



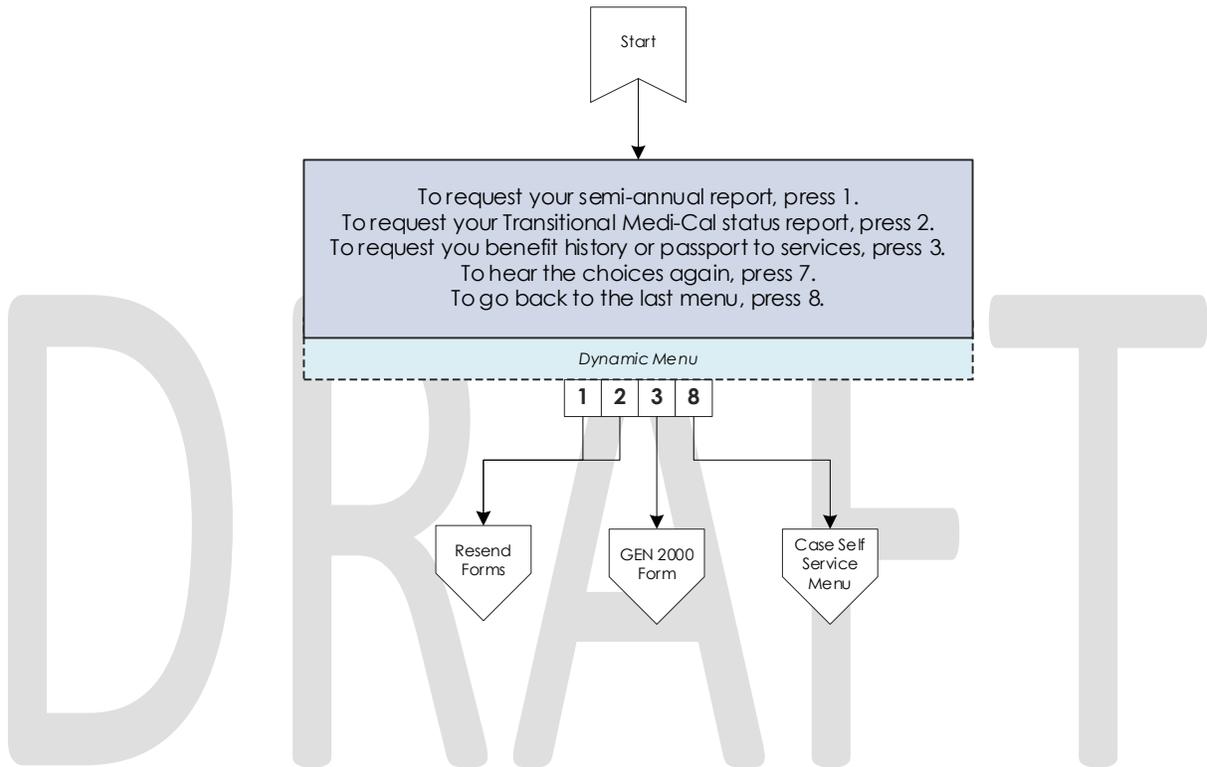
2.2.34 Document Request Contact Flow

If the caller selects the option to request a form, the system will determine how many forms are on file that will be offered. If there are no forms on file they will be sent to the three options menu, as the GEN 2000 form is always able to be requested.



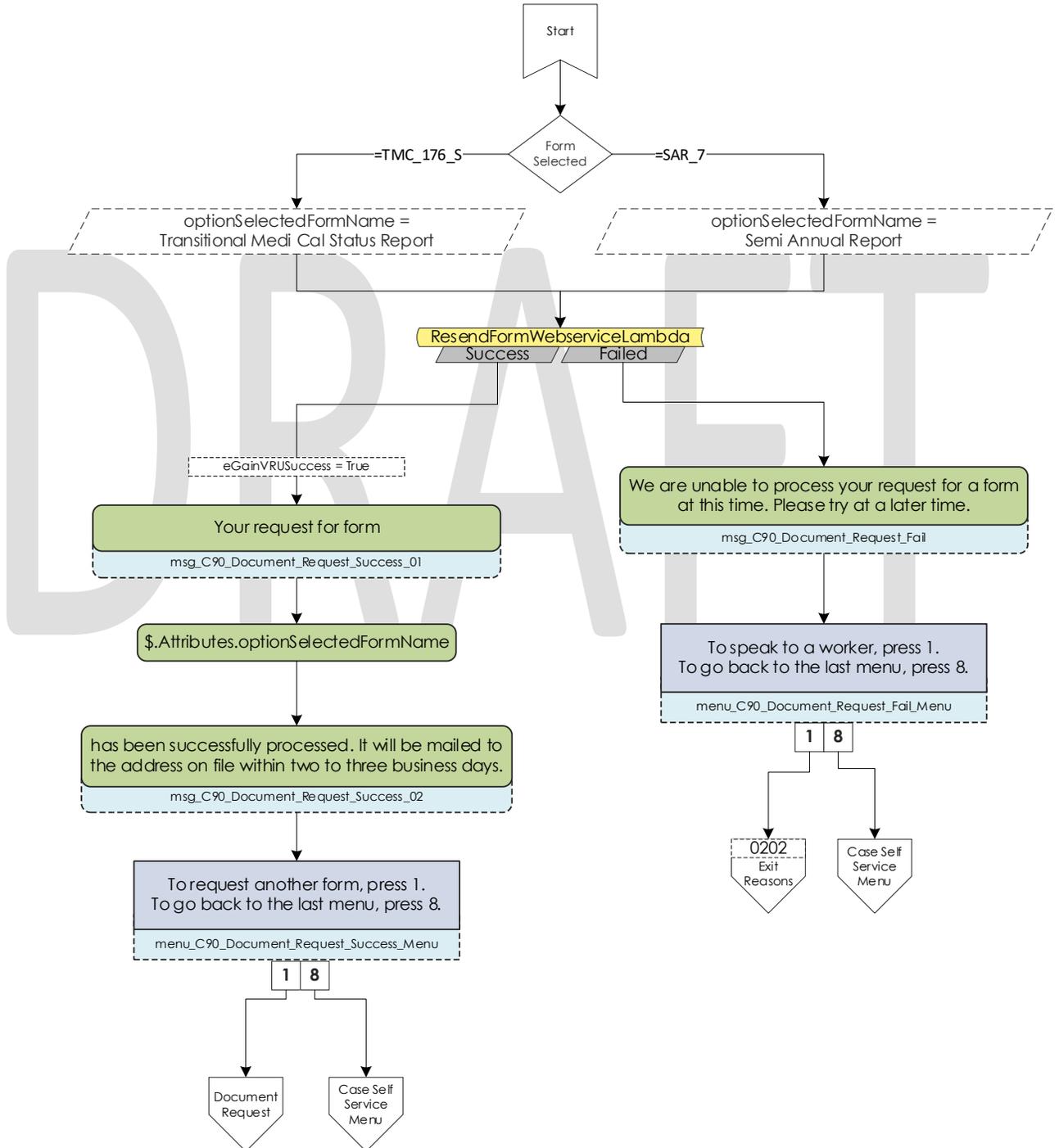
2.2.35 Dynamic Document Request Contact Flow

After determining how many forms are available to be requested, the caller is given an option to request up to three forms, the GEN 2000, the SAR 7, and the TMC status report, depending on how many forms are available. This menu is dynamic and will only play the options available on the case.



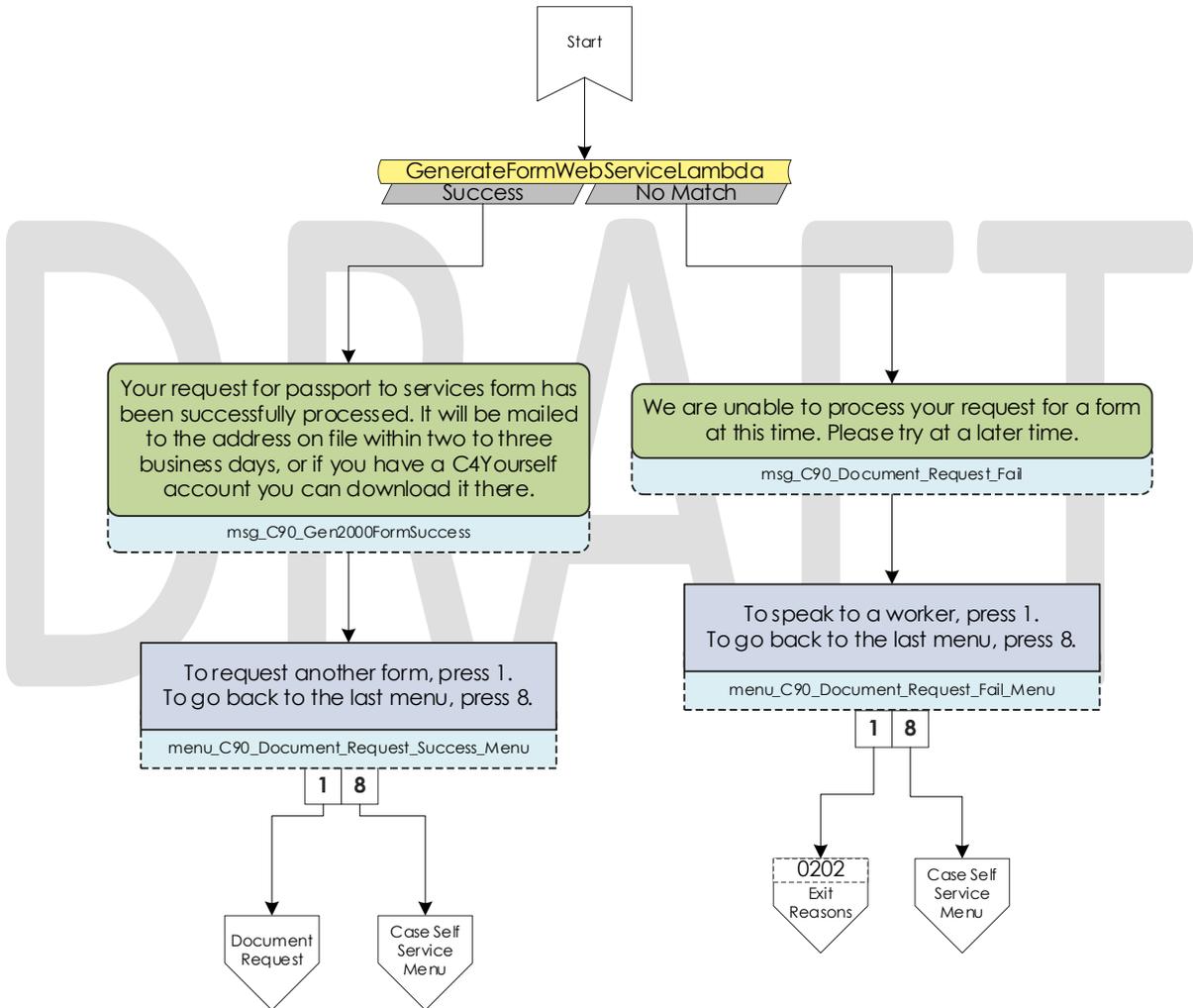
2.2.36 Document Request Resend Forms Contact Flow

If a caller requests either the SAR 7 or the TMC Status report, the system attempts to resend the selected form to the caller's address on file. If it is successful, the caller is given the option to request another form or return to the case self-service menu. If it fails, the caller is given the options to speak to a worker, or return the case self-service menu.



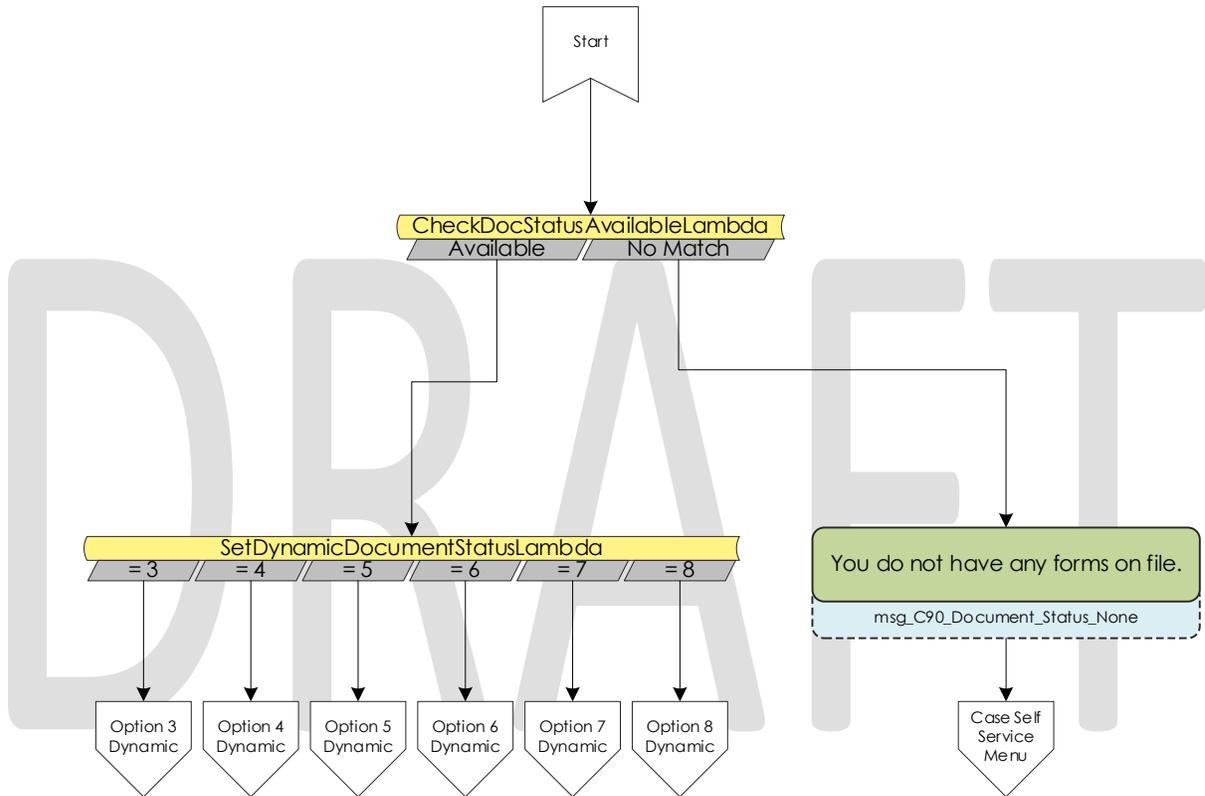
2.2.37 Document Request GEN 2000 Form Contact Flow

If the caller requests the GEN 2000 to be sent, the system attempts to generate the GEN 2000. If it is successful they inform the user that it will be mailed to their address on file or accessible through C4Yourself.com if their case is associate to their account. They are then given the option to request another form, or return to the case self-service menu. If the request is a failure the caller is given the option to speak to a work, or return to the case self-service menu.



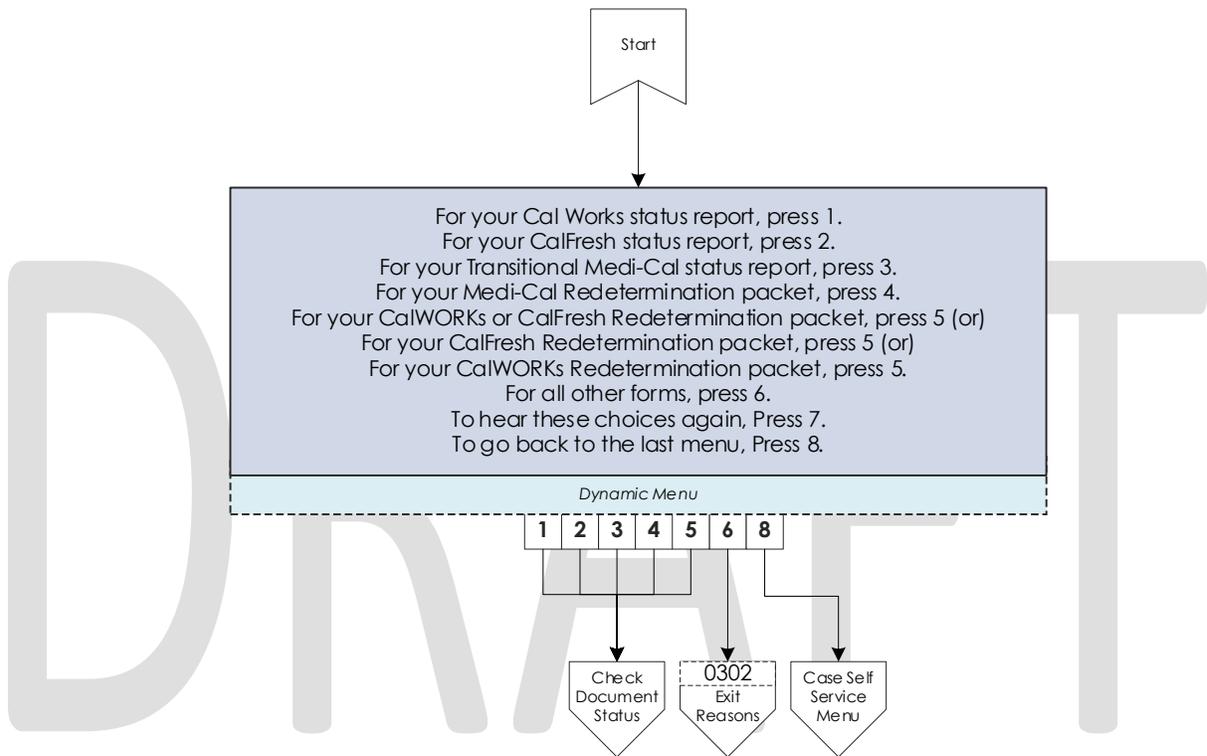
2.2.38 Document Status Contact Flow

If the caller requested to listen to their document status, the system first checks to see if they have any forms on file. If they don't, they are returned to the case self-service menu. If they have greater than zero forms on file, the system checks to see how many they have, then sends it to the correct dynamic menu based on the amount of forms they have.



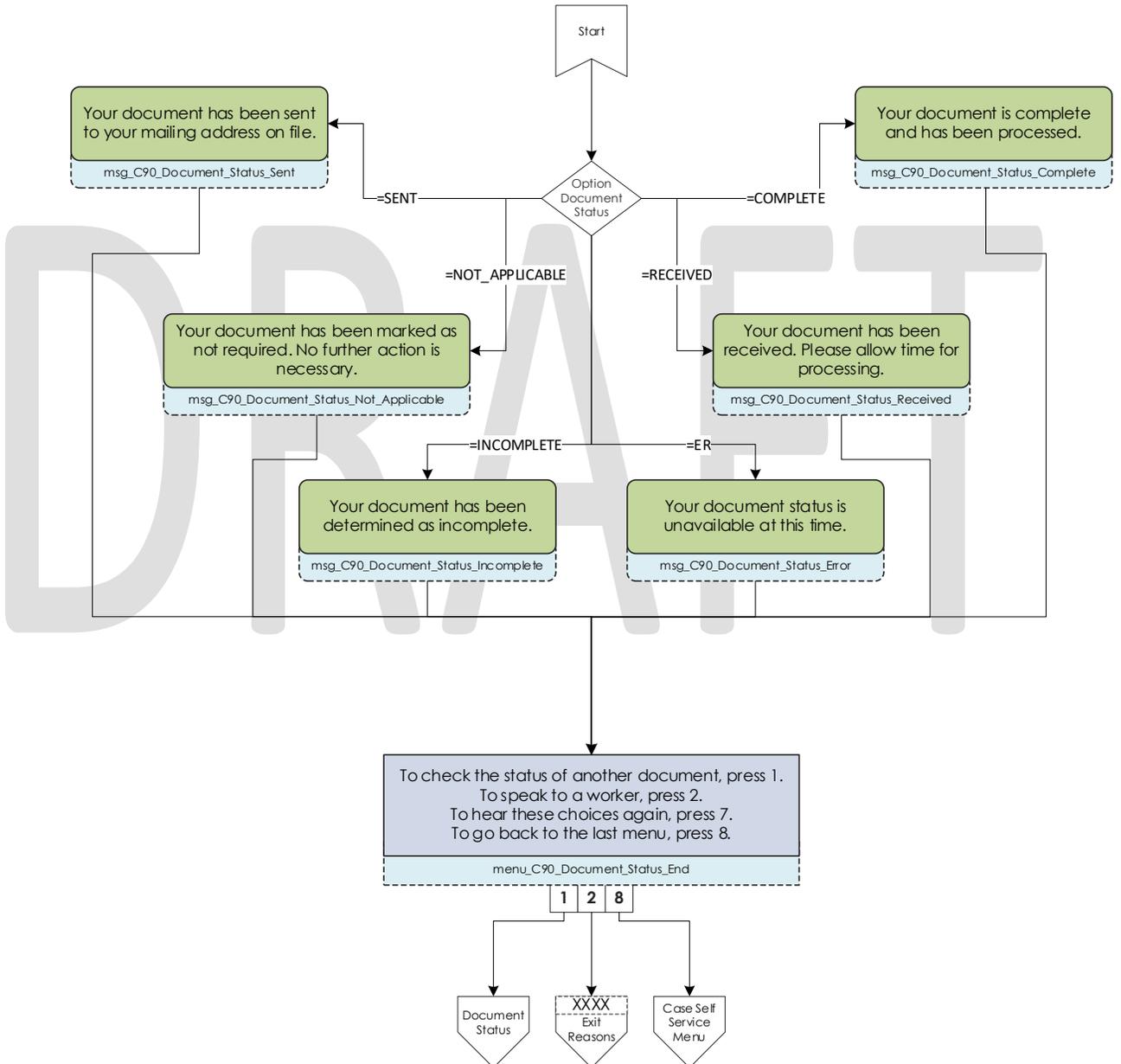
2.2.39 Dynamic Document Status Contact Flow

If the caller has one or more forms on file, they are given a list of forms to listen to choose from. For the CalFresh, CalWORKs, or CalWORKs CalFresh redetermination packets, only one will ever be given as an option. In the unlikely event that more than one of those three are on the case, the CalWORKs CalFresh redetermination packet takes president.



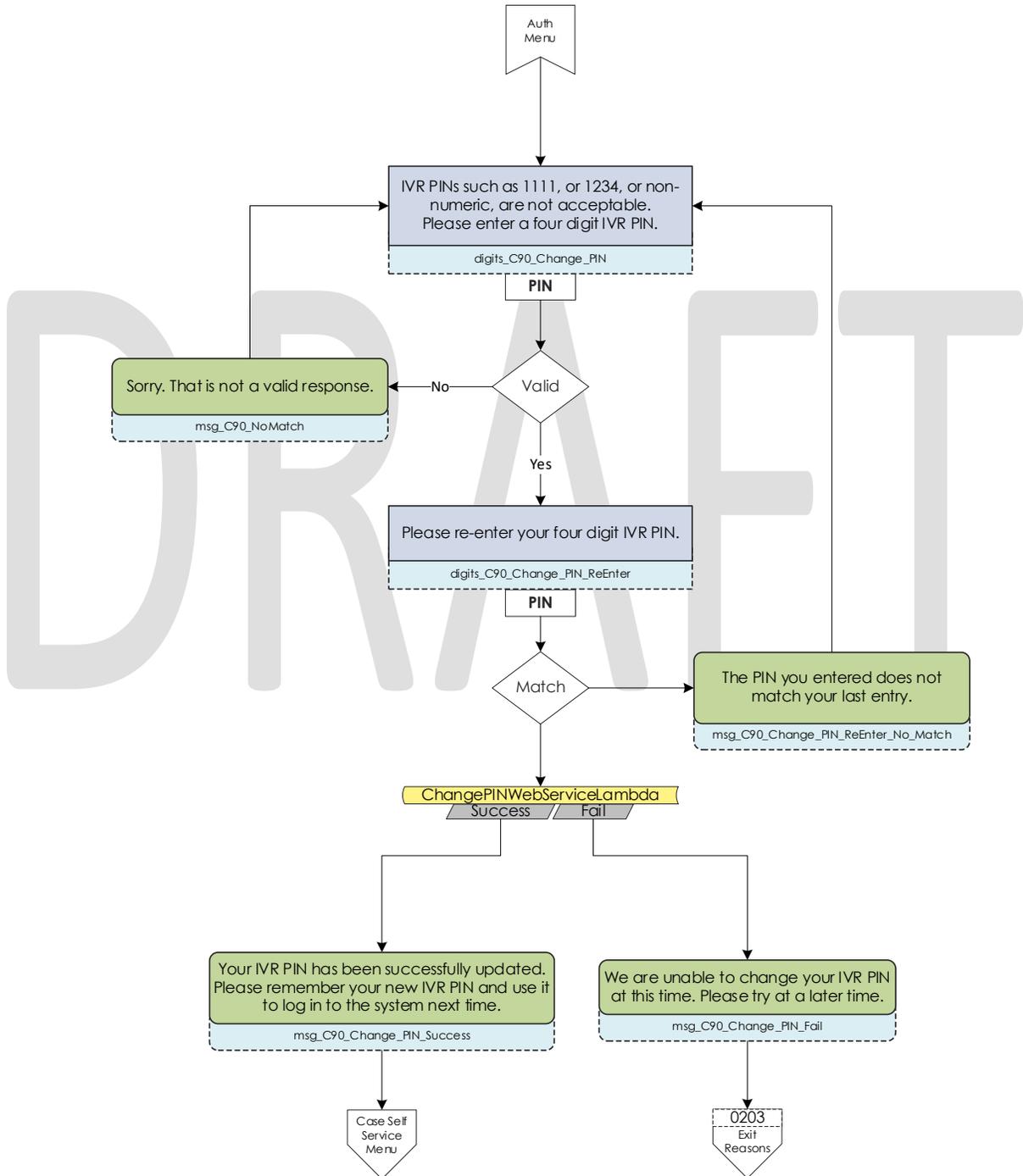
2.2.40 Check Document Status Contact Flow

After the caller selects what documents they want to hear the status of, they are given the information based on what the status of their document is. After the information is played, the caller is given the option to check the status of another document, or speak to a worker. If they wish to speak to a worker, they will be given the exit reason that aligns with the document status they just listened to.



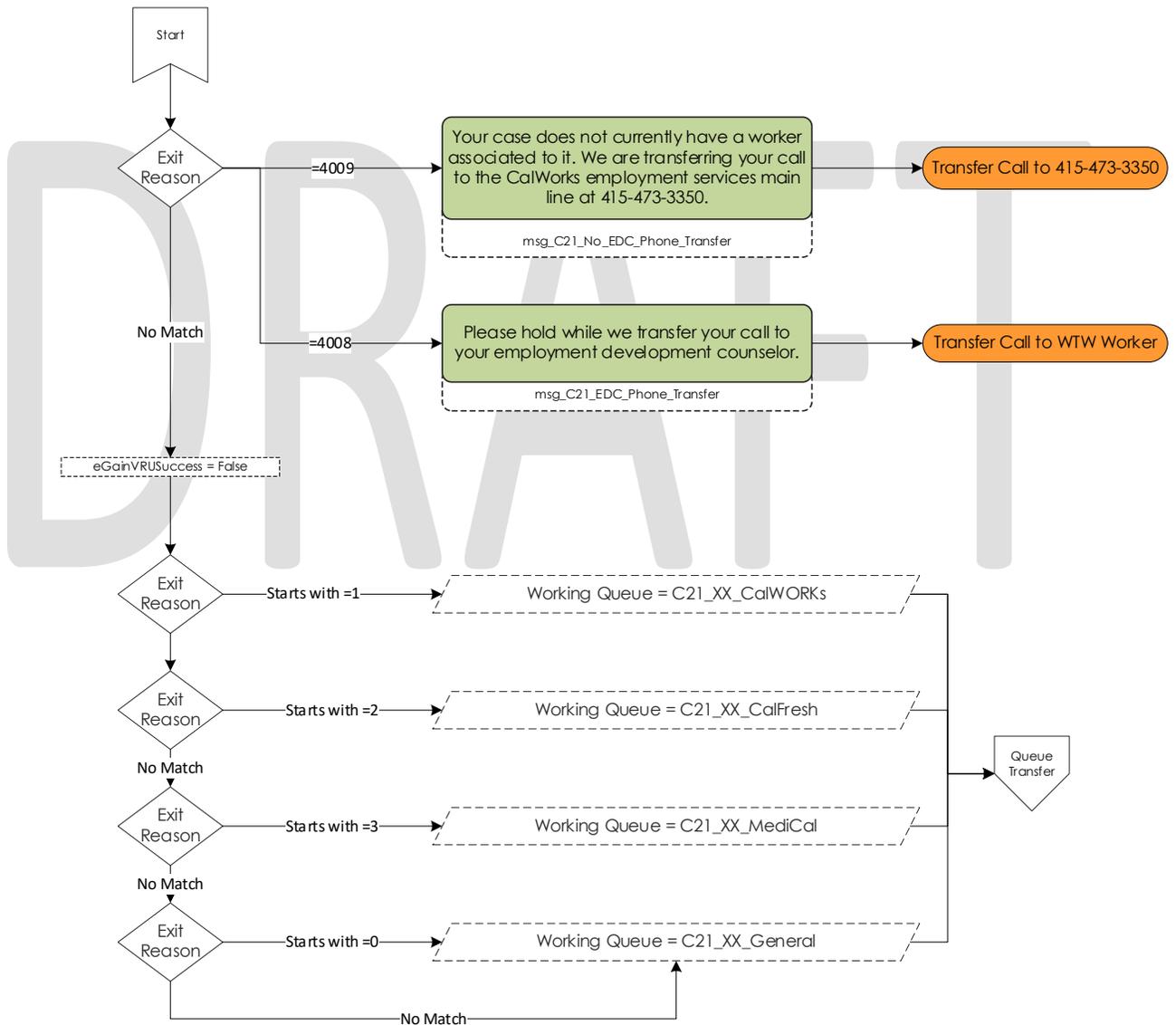
2.2.41 Change PIN Contact Flow

If a user requests to change their IVR PIN from the case self-service menu they are asked to enter a new PIN that meets the security requirements. If the change is successful they are returned to the case self-service menu. If it fails the caller is sent to a worker.



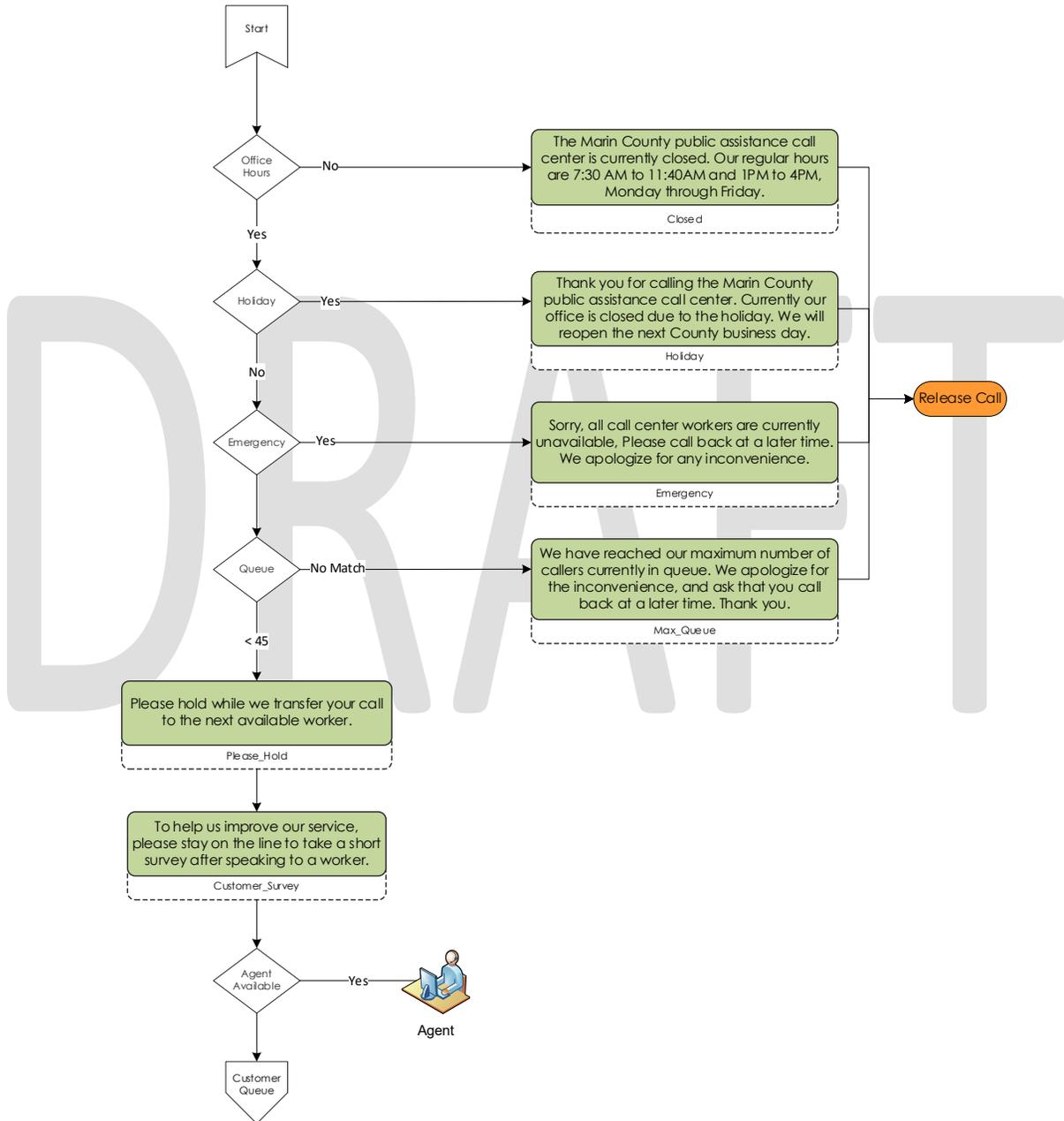
2.2.42 Exit Reasons Contact Flow

If the caller requests to speak to a worker, or are directed to a worker for another reason such as an error, it is determined what queue to route the call to based on the exit code. The exit codes are applied throughout all the contact flows right before it sends the caller to the exit reasons contact flow. The exit codes that begin with a 1, 2, or 3 are all routed to the CalWORKs, CalFresh, and MediCal queues respectively that corresponds with the language selected at the top of the contact flows. Exit Codes that begin with 0 or failed to have an exit code applied to the call are routed to the General queue.



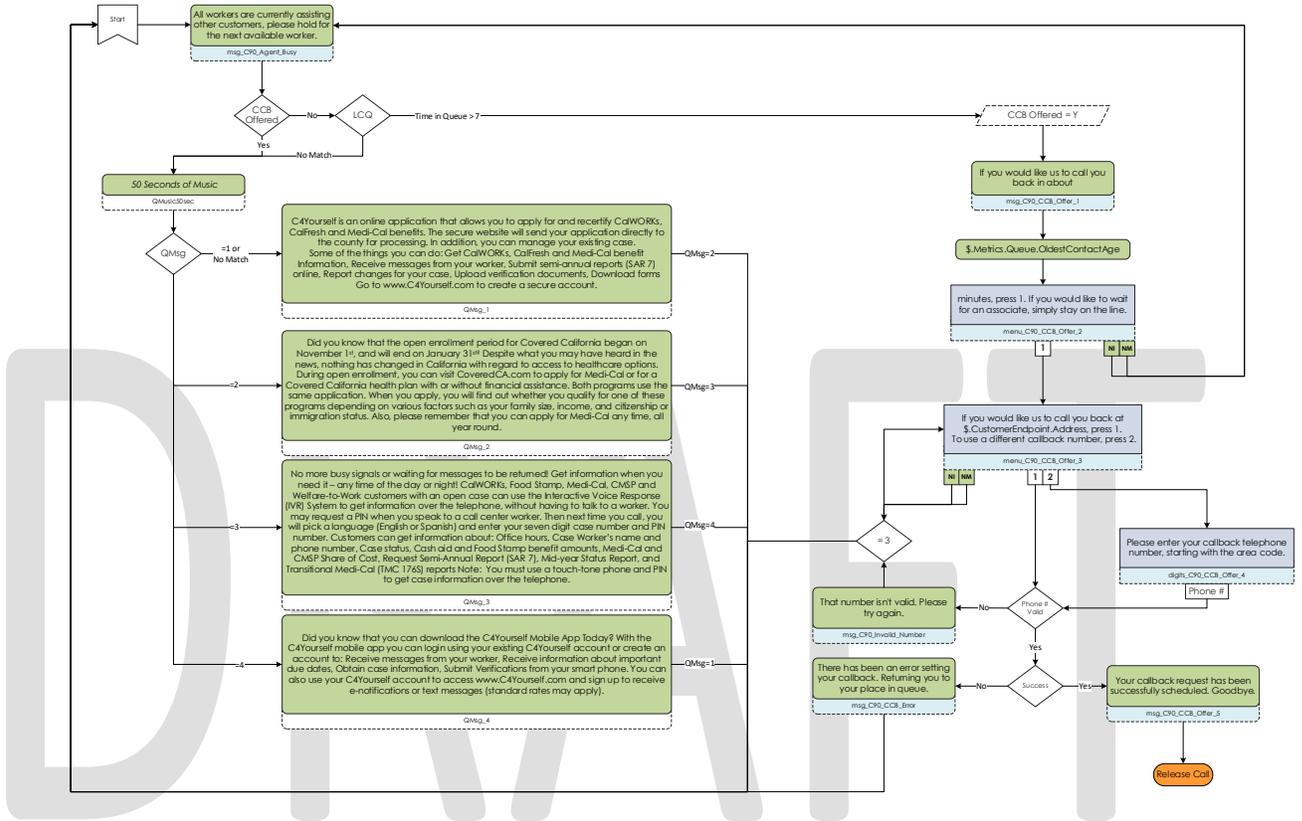
2.2.43 Queue Transfer Contact Flow

Once callers are set to the correct working queue, we then proceed to check if the contact center is currently open. If the contact center is open a message is played informing the user to wait for the next available worker.



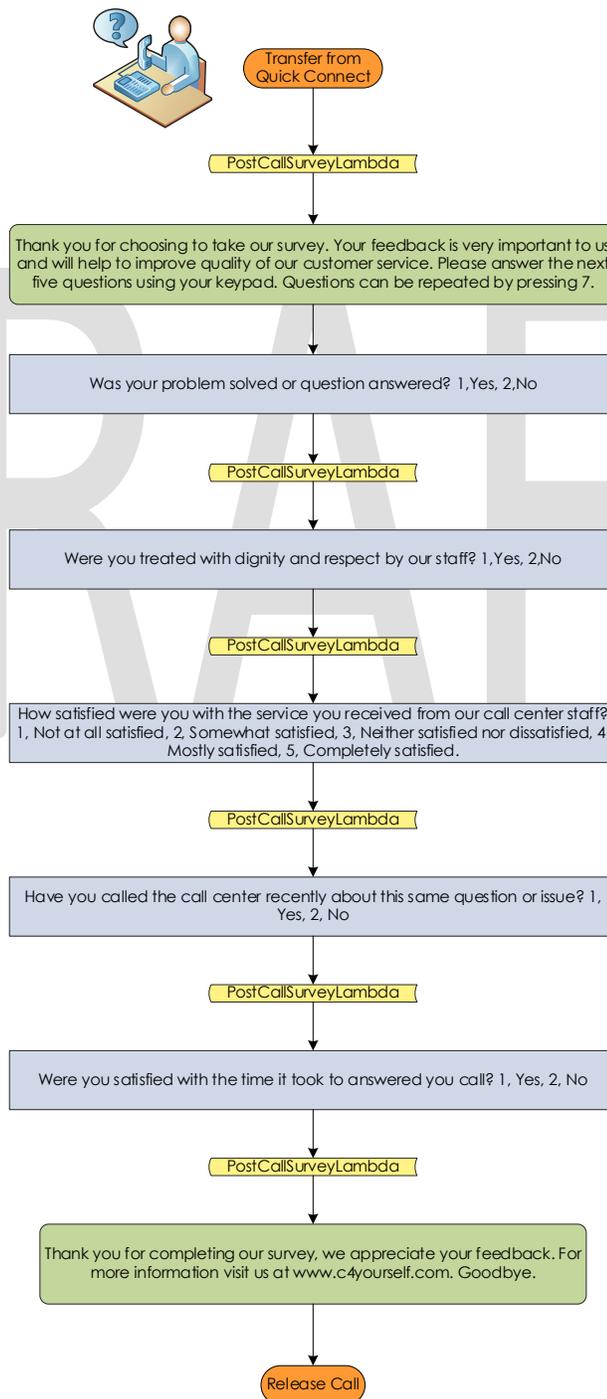
2.2.44 Customer Queue Contact Flow

If an agent is not currently in the Ready status and not able to accept a call, the caller is placed into a queue. All calls are answered in the order that they were received, and they hear music and informational messages while they wait for the next available agent.



2.2.45 Post Call Survey Contact Flow

Following the conclusion of the call, agents transfer the caller to a post call survey. Callers can indicate their level of satisfaction of the call rating the call on a scale of 1 to 5, or answering yes or no questions with 1 and 2 respectively. Answers are recorded before moving onto the next question in case the caller decides to disconnect in the middle of the survey.



2.3 Prompts

2.3.1 Overview

Amazon Connect has the option to upload WAV files to play messages to the caller, or use the built in Text-To Speech service. To present a better experience, the Amazon Connect IVR will use pre-recorded wav files for all the prompts, unless the prompt doesn't include a wav file name.

2.3.2 Description of Change

Upload all the WAV files currently used in the Cisco CVP call flow into the Amazon Connect instance, so customers have the same experience whether calling into Cisco or Amazon Connect.

2.3.3 Wav Files

Below is a list of all wav files used in Amazon Connect. All prompts below are indicated where in the contact flow they are used based the file name below the text of the prompt.

Filename	Prompt – English	Prompt – Spanish
msg_C21_Welcome	Welcome to Marin County Public Assistance Call Center.	N/A
menu_C90_Language_Menu_EN	To continue in English, press 1. Para español, oprima 2.	N/A
msg_C21_Information	Our office provides benefits such as, CalWORKs, CalFresh, General Assistance, MediCal, and other Health Care Coverage options.	<i>Nuestra oficina proporciona beneficios como CalWORKs, CalFresh, asistencia general, MediCal y otras opciones de cobertura para la atención médica.</i>
menu_C21_General_Menu	If you are calling about your case, Press 1. For office hours and locations, Press 2. For all other questions, Press 3. To repeat the menu options, Press 7.	<i>Si llama acerca de su caso, oprima 1. Para escuchar los horarios y las ubicaciones de las oficinas, oprima 2. Para cualquier otra pregunta, oprima 3. Para escuchar de nuevo las opciones del menú, oprima 7.</i>
digits_C90_Collect_Case	Please enter your seven-digit case number. If you do not have or do not remember your case number, please press star to continue.	<i>Marque los siete dígitos de su número de caso. Si no recuerda su número de caso, oprima asterisco para continuar.</i>

Filename	Prompt – English	Prompt – Spanish
digits_C90_Collect_PIN	Please enter your 4-digit IVR PIN. If you do not have or do not remember your PIN, press star to continue.	Marque los 4 dígitos de su PIN del sistema de IVR. Si no tiene o no recuerda su PIN, oprima asterisco para continuar.
digits_C90_Collect_DOB	Please enter your date of birth in the following format, two-digit month two-digit date and four-digit year.	Introduzca su fecha de nacimiento con el siguiente formato: 2 dígitos para el mes, 2 dígitos para el día y 4 dígitos para el año.
menu_C21_Program_Menu	If you are calling about CalWORKs, Press 1. For CalFresh, Press 2. For MediCal or other Health Care Coverage Options, Press 3. To hear these choices again, Press 7.	Si llama acerca de CalWORKs, oprima 1. Para CalFresh, oprima 2. Para MediCal o otras opciones de cobertura para la atención médica, oprima 3. Para escuchar estas opciones de nuevo, oprima 7.
menu_C21_No_PIN_Program_Menu	To request a new IVR PIN, press 1. If you are calling about CalWORKs, Press 2. For CalFresh, Press 3. For MediCal, Press 4. To hear the choices again, Press 7.	Para solicitar un nuevo PIN del sistema de IVR, oprima 1. Si llama acerca de CalWORKs, oprima 2. Para CalFresh, oprima 3. Para MediCal, oprima 4. Para escuchar las opciones de nuevo, oprima 7.
menu_C21_Agent_Service_Menu	To apply for benefits or add a person to your case, press 1. To request or change an appointment, press 2. To make or report a change to your case, press 3. For benefit information, or if your benefits were discontinued within the last month, press 4. For all other questions, press 5. To hear these choices again, Press 7. To go back to the last menu, Press 8.	Para solicitar beneficios o añadir a una persona a su caso, oprima 1. Para solicitar o cambiar una cita, oprima 2. Para hacer o informar sobre un cambio en su caso, oprima 3. Para obtener información sobre beneficios o si se suspendieron sus beneficios durante el mes pasado, oprima 4. Para cualquier otra pregunta, oprima 5. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.
digits_C90_Collect_SSN	Please enter your 9-digit social security number. If you do not have or do not remember your social security number, please press star.	Marque los 9 dígitos de su número de seguro social. Si no tiene o no recuerda su número de seguro social, oprima asterisco.
msg_C90_New_PIN_Success	Your new PIN will be mailed to your address on file.	Se le enviará su nuevo PIN por correo a la dirección que tiene registrada.

Filename	Prompt – English	Prompt – Spanish
msg_C90_System_Fail	We are unable to process your request at this time	<i>No podemos procesar su solicitud en este momento.</i>
msg_C90_No_SSN	Sorry. A valid social security number is required to request a new IVR PIN.	<i>Lo siento. Es necesario un número de seguro social válido para solicitar un nuevo PIN.</i>
msg_C90_No_SSN_Voice	Sorry a valid social security number is required to continue.	<i>Lo siento. Se requiere un número de seguro social válido para continuar</i>
menu_C90_Case_Self_Service_Menu	To hear current benefit information, Press 1. To request a form, Press 2. To check the status of the documents requested or submitted, Press 3. To change your IVR PIN, Press 4. To Speak to a Worker, Press 5. To hear the choices again, Press 7.	<i>Para escuchar información actualizada de beneficios, oprima 1. Para solicitar un formulario, oprima 2. Para revisar el estado de los documentos solicitados o presentados, oprima 3. Para cambiar su PIN del sistema de IVR, oprima 4. Para hablar con un asistente, oprima 5. Para escuchar las opciones de nuevo, oprima 7.</i>
msg_C90_New_PIN_NonPrimary	We are unable to change your IVR PIN at this time.	<i>No podemos cambiar su PIN del sistema de IVR en este momento.</i>
digits_C90_Change_PIN	IVR PINs such as 1111, or 1234, or non-numeric, are not acceptable. Please enter a four-digit IVR PIN.	<i>Claves como uno, uno, uno, uno o uno, dos, tres, cuatro no numéricos no son aceptables. Por favor, entre una clave de cuatro dígitos.</i>
digits_C90_Change_PIN_ReEnter	Please re-enter your four-digit IVR PIN.	<i>Por favor, vuelva a ingresar su clave de cuatro dígitos.</i>
msg_C90_Change_PIN_Success	Your IVR PIN has been successfully updated. Please remember your new IVR PIN and use it to log in to the system next time.	<i>Su PIN del sistema de IVR se ha actualizado de forma correcta. Recuerde su nuevo PIN y úselo la próxima vez que inicie sesión en el sistema de IVR.</i>
msg_C90_Change_PIN_Fail	We are unable to change your IVR PIN at this time. Please try at a later time.	<i>No podemos cambiar su PIN del sistema de IVR en este momento. Por favor intente de nuevo más tarde.</i>
msg_C90_Change_PIN_ReEnter_No_Match	The PIN you entered does not match your last entry.	<i>La clave que usted ingreso no coincide con su última entrada.</i>
msg_C90_CW_Benefits_Info_01	Your CalWORKs program status is	<i>El estado de su programa CalWORKs es</i>

Filename	Prompt – English	Prompt – Spanish
msg_C90_Benefits_Info_CW_01	You will receive a total of	<i>Recibirá un total de</i>
msg_C90_Benefits_Info_CW_02	You will receive a total of	<i>Recibirá un total de</i>
msg_C90_Benefits_Info_CW_03	For this month.	<i>Para este mes.</i>
msg_C90_Benefits_Info_CW_04	These benefits will be issued on or before	<i>Estos beneficios se transferirán a más tardar el día</i>
msg_C90_Benefits_Info_CW_05	As of	<i>A fecha de</i>
msg_C90_Benefits_Info_CW_06	you appear to be eligible to receive	<i>parece que es elegible para recibir</i>
msg_C90_In	In	<i>In</i>
menu_C90_Benefits_Info_End_Menu	To repeat, press 7. To select another program, press 1. To hear other self-service options, press 8. If you have any questions about your benefits information, press 9.	<i>Para escuchar de nuevo, oprima 7. Para escuchar otras opciones de autoservicio, presione 8. Si tiene preguntas acerca de la información de sus beneficios, oprima 9. Para continuar con el siguiente programa, oprima 1.</i>
msg_C90_Benefits_Info_CF_01	Your CalFresh food benefit program status is	<i>El estado de su programa CalFresh de beneficios para alimentos es...</i>
msg_C90_Benefits_Info_CF_02	These benefits are on hold.	<i>Estos beneficios están retenidos.</i>
msg_C90_Benefits_Info_CF_03	You will receive a total of	<i>Recibirá un total de</i>
msg_C90_Benefits_Info_CF_04	For this month.	<i>Para este mes.</i>
msg_C90_Benefits_Info_CF_05	These benefits will be transferred to you on or before	<i>Estos beneficios se le transferirán a más tardar el día</i>
msg_C90_Benefits_Info_CF_06	As of	<i>A fecha de</i>
msg_C90_Benefits_Info_CF_07	you appear to be eligible to receive	<i>parece que es elegible para recibir</i>
msg_C90_For_the_month_of	For the month of	<i>Para el mes de</i>
msg_C90_Benefits_Info_MC_01	is active in MediCal, with a share of cost of	<i>está activo en MediCal, con una participación en el costo de</i>

Filename	Prompt – English	Prompt – Spanish
msg_C90_Benefits_Info_MC_02	For	<i>Por</i>
msg_C90_Benefits_Info_WW_01	has a status of	<i>tiene un estado de</i>
msg_C90_Benefits_Info_WW_02	in Welfare to Work.	<i>en Welfare to Work.</i>
msg_C90_Benefits_Info_WW_Activity_01	has an activity of	<i>tiene una actividad de</i>
msg_C90_Benefits_Info_WW_Activity_02	beginning on	<i>a partir del día</i>
msg_C90_Benefits_Info_WW_Activity_03	and ending on	<i>y hasta el día</i>
msg_C90_Benefits_Info_WW_Activity_04	from	<i>de las</i>
msg_C90_Benefits_Info_WW_Activity_05	To	<i>a las</i>
msg_C90_Benefits_Info_WW_Reimbursement_01	has a	<i>tiene un reembolso de</i>
msg_C90_Benefits_Info_WW_Reimbursement_02	reimbursement in the amount of	<i>por la cantidad de</i>
msg_C90_Benefits_Info_WW_Reimbursement_03	The amount will be transferred to your account on	<i>Se le transferirá la cantidad a su cuenta el día</i>
msg_C21_EDC_Phone_Transfer	Please hold while we transfer your call to your employment development counselor.	<i>Por favor espere mientras transferimos su llamada a su asesor de fomento al empleo.</i>
msg_C21_No_EDC_Phone_Transfer	Your case does not currently have a worker associated to it. We are transferring your call to the CalWORKs employment services main line at 415-473-3350.	<i>Su caso no está asociado a ningún asistente en este momento. Estamos transfiriendo su llamada a la línea principal de los servicios de empleo de CalWorks al 415-473-3350.</i>
menu_C90_Document_Status_CW	For your CalWORKs status report	<i>Para el informe de su estado de CalWORKs</i>
menu_C90_Document_Status_CF	For your CalFresh status report	<i>Para el informe de su estado de CalFresh</i>

Filename	Prompt – English	Prompt – Spanish
menu_C90_Document_Status_TMC	For your Transitional MediCal status report,	<i>Para el informe de su estado de Transitional MediCal,</i>
menu_C90_Document_Status_MCRE	For your MediCal redetermination packet,	<i>Para el paquete de redeterminación de MediCal,</i>
menu_C90_Document_Status_CWRE	For your CalWORKs redetermination packet,	<i>Para el paquete de redeterminación de CalWORKs,</i>
menu_C90_Document_Status_CFRE	For your CalFresh redetermination packet,	<i>Para el paquete de redeterminación de CalFresh,</i>
menu_C90_Document_Status_CWFRE	For your CalWORKs or CalFresh redetermination packet,	<i>Para el paquete de redeterminación de CalWORKs o CalFresh,</i>
menu_C90_Document_Status_Other	For all other forms,	<i>Para cualquier otro documento,</i>
menu_C90_To_Form Repeat	To hear these choices again	<i>Para escuchar estas opciones de nuevo</i>
menu_C90_To_Form Return	To go back to the last menu	<i>Para regresar al menú anterior</i>
msg_C90_Document_Status_Sent	Your document has been sent to your mailing address on file.	<i>Se envió su documento por correo a la dirección que tiene registrada.</i>
msg_C90_Document_Status_Complete	Your document is complete and has been processed.	<i>Su documento está completo y se ha procesado.</i>
msg_C90_Document_Status_Received	Your document has been received. Please allow time for processing.	<i>Se recibió su documento. Por favor espere un tiempo mientras se procesa.</i>
msg_C90_Document_Status_Error	Your document status is unavailable at this time.	<i>El estado de su documento no está disponible en este momento.</i>
msg_C90_Document_Status_Incomplete	Your document has been determined as incomplete.	<i>Se determinó que su documento está incompleto.</i>
msg_C90_Document_Status_Not_Applicable	Your document has been marked as not required. No further action is necessary.	<i>Se señaló que no es necesario su documento. No es necesario tomar medidas adicionales.</i>
menu_C90_Document_Status_End	To check the status of another document, press 1. To speak to a worker, press 2. To hear these choices again, press 7. To go back to the last menu, press 8.	<i>Para revisar el estado de otro documento, oprima 1. Para hablar con un asistente, oprima 2. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>

Filename	Prompt – English	Prompt – Spanish
msg_C90_Document_Request_SelectForm	Please select a form you would like to request	<i>Elija el formulario que quiere solicitar.</i>
menu_C90_Document_Request_SAR7	To request your semi-annual report.	<i>Para solicitar su informe semestral,</i>
menu_C90_Document_Request_TMC	To request your Transitional MediCal status report.	<i>Para solicitar el informe de su estado de Transitional MediCal,</i>
msg_C90_Document_Request_Success_01	Your request for form	<i>Su solicitud del formulario</i>
msg_C90_Document_Request_Success_02	has been successfully processed. It will be mailed to the address on file within two to three business days.	<i>... se ha procesado de forma correcta. Se le enviará a la dirección que tiene registrada dentro de un plazo de dos a tres días hábiles.</i>
msg_C90_Document_Request_Fail	We are unable to process your request for a form at this time. Please try at a later time.	<i>No podemos procesar su solicitud para un formulario en este momento. Por favor intente de nuevo más tarde.</i>
menu_C90_Document_Request_Success_Menu	To request another form, press 1. To go back to the last menu, press 8.	<i>Para solicitar otro formulario, oprima 1. Para regresar al menú anterior, oprima 8.</i>
menu_C90_Document_Request_Fail_Menu	To speak to a worker, press 1. To return to the last menu, press 8.	<i>Para hablar con un asistente, oprima 1. Para regresar al menú anterior, oprima 8.</i>
msg_C90_Gen2000FormSuccess	Your request for Passport to Services form has been successfully processed. It will be mailed to the address on file within 2 to 3 business days, or if you have a C 4 yourself account, you can download it there.	<i>Su solicitud para Pasaporte para servicios ha sido procesado con éxito. Será enviado por correo a la dirección registrada en 2 a 3 días hábiles o si tienes una C 4 yourself cuenta, puedes descargarla allí.</i>
msg_C90_Document_Status_None	You do not have any forms on file.	<i>No tiene ningún formulario en el archivo.</i>
msg_C21_Office_Info_01	In San Rafael, we are located at 120 North Redwood Dr, and 3240 Kerner Blvd. We are open Monday through Friday 8:00 AM to 4:30 PM. In Novato, we are located at 75 Rowland Way, Suite 131. We are open Monday through Friday 8:00 AM to 4:00 PM	<i>Nuestra oficina está abierta de lunes a viernes, de 8 de la mañana a 4 de la tarde. En San Rafael, nos encontramos en 120 North Redwood Drive y en 3240 Kerner Boulevard. En Novato, nos encontramos en 75 Rowland Way, Suite 131.</i>

Filename	Prompt – English	Prompt – Spanish
msg_C21_Office_Info_02	We are also located at 1 Sixth St., Point Reyes Station, CA 94956 This office is open Monday, Tuesday and Thursday from 9:00 AM through 4:30 PM.	<i>También nos encontramos en 101 4th Street, Point Reyes Station, en la sala comunitaria del edificio de seguridad pública. Esta oficina está abierta los lunes, martes y jueves, de 9 de la mañana a 4:30 de la tarde.</i>
msg_C21_Office_Info_03	We are also located at 1 Sixth St, Point Reyes Station, CA 94956. This office is open Monday, Tuesday and Thursday from 9:00 AM to 4:30 PM	<i>“También nos encontramos en 1 Sixth Street, Point Reyes Station. Esta oficina está abierta los lunes, martes y jueves, de 9 de la mañana a 4:30 de la tarde.”</i>
menu_C21_Repeat_Previous_Menu	To hear these choices again, press 7. To go back to the last menu, press 8	<i>Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>
Please_Hold	Please hold, while we transfer your call to the next available worker.	<i>Por favor espere mientras transferimos su llamada al próximo asistente que esté disponible.</i>
menu_C21_No_Case_Service_Menu	If you are calling to apply for benefits, Press 1. If you are a Certified Enrollment Counselor from a Marin County agency, calling about MediCal only, please press 2. For other questions, Press 3. To hear these choices again, Press 7. To go back to last menu, Press 8.	<i>Si llama para solicitar beneficios, oprima 1. Si es un asesor de inscripciones certificado de una dependencia del condado de Marin, que llama solamente acerca de MediCal, oprima 2. Para cualquier otra pregunta, oprima 3. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>
msg_C21_C4_Yourself	Did you know that you can apply for benefits at www.C4yourself.com? That is www. 'the letter C, the number 4' yourself.com.	<i>¿Sabía que puede solicitar beneficios en www punto C4yourself punto com? Esto es www punto la letra "C", el número "4", y-o-u-r-s-e-l-f punto com.</i>
menu_C21_No_Case_General_Menu	For our office hours and locations, Press 1. To request an application, Press 2. To hear these choices again, Press 7. To go back to last menu, Press 8.	<i>Para escuchar los horarios y las ubicaciones de nuestras oficinas, oprima 1. Para pedir una solicitud, oprima 2. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>

Filename	Prompt – English	Prompt – Spanish
menu_C21_Agent_Menu	If you are calling about CalWORKs, Press 1. For CalFresh, Press 2. For MediCal or other Health Care Coverage Options, Press 3. For all other questions, Press 4. To hear these choices again, Press 7. To go back to last menu, Press 8.	<i>Si llama acerca de CalWORKs, oprima 1. Para CalFresh, oprima 2. Para MediCal u otras opciones de cobertura para la atención médica, oprima 3. Para cualquier otra pregunta, oprima 4. Para escuchar estas opciones de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>
May_Be_Recorded	Your call may be recorded for training purposes.	<i>Su llamada puede ser grabada para fines de capacitación.</i>
Customer_Survey	To help us improve our service, please stay on the line to take a short survey after speaking to a worker.	<i>Para ayudarnos a mejorar nuestro servicio, por favor espere en la línea para responder una breve encuesta después de hablar con un asistente.</i>
Closed	The Marin County public assistance call center is currently closed. Our regular hours are 7:30 AM to 11:40AM and 1PM to 4PM, Monday through Friday.	<i>El centro de atención telefónica para la asistencia pública del condado de Marin está cerrado en este momento. Nuestro horario de atención normal es de lunes a viernes, de 7:30 a 11:40 de la mañana y de 1 a 4 de la tarde.</i>
Holiday	Thank you for calling the Marin County public assistance call center. Currently our office is closed due to the holiday. We will reopen the next County business day.	<i>Gracias por llamar al centro de atención telefónica para la asistencia pública del condado de Marin. Nuestra oficina está cerrada en este momento con motivo del día festivo. Reanudaremos actividades al siguiente día hábil del condado.</i>
msg_C90_Agent_Busy	All workers are currently assisting other customers. Please hold for the next available worker.	<i>En este momento, todos los asistentes están atendiendo a otros clientes. Por favor espere al próximo asistente que esté disponible.</i>
Emergency	Sorry, all call center workers are currently unavailable. Please call back at a later time. We apologize for any inconvenience.	<i>Lo siento, todos los asistentes del centro de atención telefónica están ocupados. Por favor llame de nuevo más tarde. Lamentamos los inconvenientes ocasionados.</i>

Filename	Prompt – English	Prompt – Spanish
Max_Queue	We have reached our maximum number of callers currently in queue. We apologize for the inconvenience, and ask that you call back at a later time. Thank you.	<i>Hemos alcanzado nuestro número máximo de llamadas actualmente en la cola. Lamentamos las molestias y le pedimos que vuelva a llamar más tarde. Gracias.</i>
msg_C90_NoInput	Sorry. I did not receive a response.	<i>Elija una opción.</i>
msg_C90_Max_NoInput	Sorry. A response is required to continue.	<i>Lo siento. No se eligió ninguna opción. Por favor llame de nuevo.</i>
msg_C90_NoMatch	Sorry. That is not a valid response.	<i>Esa no es una opción. Por favor inténtelo de nuevo.</i>
msg_C90_NoMatch_Case	Sorry, that is not a correct case number. Please try again.	<i>Lo siento, ese no es un número de caso correcto. Por favor inténtelo de nuevo.</i>
msg_C90_Max_NoMatch_Case_PIN	The case number and PIN combination you entered does not match our records.	<i>La combinación del número de caso y el PIN que proporcionó no coincide con nuestros registros.</i>
msg_C90_Max_NoInput_DOB	Sorry, that is not a correct date of birth. Please try again.	<i>Lo siento, esa no es una fecha de nacimiento correcta. Por favor inténtelo de nuevo.</i>
msg_C90_Max_NoInput_SSN	Sorry. Your social security number should be 9 digits long.	<i>Lo siento. Su número de seguro social debe constar de 9 dígitos.</i>
menu_C21_New_PIN_Agent_Service_Menu	To speak to a worker, press 1. To hear these choices again, press 7. To go back to the last menu, press 8.	<i>Para hablar con un asistente, oprima 1. Para escuchar esta información de nuevo, oprima 7. Para regresar al menú anterior, oprima 8.</i>

Filename	Prompt – English	Prompt – Spanish
QMsg_1	<p>C4Yourself is an online application that allows you to apply for and recertify CalWORKs, CalFresh and MediCal benefits. The secure website will send your application directly to the county for processing. In addition, you can manage your existing case. Some of the things you can do, Get CalWORKs, CalFresh and MediCal benefit information, receive messages from your worker, submit semi-annual reports (SAR 7) online, report changes for your case, upload verification documents, download forms. Go to www.C4Yourself.com to create a secure account.</p>	<p><i>C4Yourself es una página de internet que le permite solicitar beneficios y completar su recertificación de beneficios y administrar la información de su caso. C4Yourself.com permite: Completar su Recertificación/ redeterminación para Asistencia Monetaria CalFresh (Estampillas para Comida), y MediCal, Administrar su información, Reportar cambios necesarios electrónicamente, Ver mensajes enviados por su trabajador(a), Subir sus comprobantes y/u otros documentos electrónicamente, Someter su SAR 7 electrónicamente, Ver el estado de beneficios de todos los programas Visite C4Yourself.com hoy para crear una cuenta.</i></p>
QMsg_2	<p>Did you know that the open enrollment period for Covered California began on November 1, 2017, and will end on January 31, 2018? Despite what you may have heard in the news, nothing has changed in California with regard to access to healthcare options. During open enrollment, you can visit CoveredCA.com to apply for MediCal or for a Covered California health plan with or without financial assistance. Both programs use the same application. When you apply, you will find out whether you qualify for one of these programs depending on various factors such as your family size, income, and citizenship or immigration status. Also, please remember that you can apply for MediCal any time, all year round.</p>	<p><i>Sabía usted que el periodo para inscribirse en Covered California comenzó el 1 de noviembre y concluirá el 31 de enero de 2018? A pesar de lo que usted ha escuchado en las noticias, nada ha cambiado en California con respecto al acceso de sus opciones de cuidado médico. Durante el periodo de inscripción usted puede visitar la página de web Coveredca.com para aplicar tanto para medical como para comprar algún plan de salud de Covered California con o sin ayuda financiera. Ambos programas utilizan la misma aplicación. Cuando usted aplica, usted podrá ver si califica para uno de estos programas dependiendo de varios factores tales como el tamaño de familia, los ingresos, y su estatus migratorio o su ciudadanía. También por favor recuerde que usted puede aplicar para medical en cualquier momento a lo largo de todo el año.</i></p>

Filename	Prompt – English	Prompt – Spanish
<p>QMsg_3</p>	<p>No more busy signals or waiting for messages to be returned! Get information when you need it – any time of the day or night! CalWORKs, Food Stamp, MediCal, CMSP and Welfare-to-Work customers with an open case can use the Interactive Voice Response (IVR) System to get information over the telephone, without having to talk to a worker. You may request a PIN when you speak to a call center worker. Then next time you call, you will pick a language (English or Spanish) and enter your seven digit case number and PIN number. Customers can get information about: Office hours, Case Worker's name and phone number, Case status, Cash aid and Food Stamp benefit amounts, MediCal and CMSP Share of Cost, Request Semi-Annual Report (SAR 7), Mid-year Status Report, and Transitional MediCal (TMC 176S) reports Note: You must use a touch-tone phone and PIN to get case information over the telephone.</p>	<p>Ya no encontrará teléfonos ocupados ni tendrá que esperar a que le devuelvan sus mensajes!, Obtenga información cuando lo necesite – en cualquier hora del día o noche! CalWORKs ayuda monetaria, CalFresh estampillas para comida, beneficios médicos y clientes del Programa de Trabajo con casos abiertos pueden usar el sistema de Respuesta Interactiva Vocal (IVR) para obtener información a través del teléfono sin tener que hablar con un trabajador. Puede solicitar un PIN cuando hable con un trabajador del centro de llamadas. La próxima vez que llame, seleccione un idioma (inglés o español) e ingrese su número de caso de siete dígitos y su número código secreto o PIN. Clientes pueden obtener información sobre: Horas de oficina, El nombre y número de teléfono de su trabajador, Estado del caso, Cantidades de asistencia monetaria y de Estampillas de Comida para el mes corriente y para los meses que vienen, Información sobre el Reporte Semestral (SAR 7) y Reporte de Medio-Año, La cantidad de su Parte de Costo para servicios médicos Nota: Tiene que usar un teléfono de teclas y tener su código secreto o PIN para obtener información a través del teléfono.</p>

Filename	Prompt – English	Prompt – Spanish
QMsg_4	<p>Did you know that you can download the C4Yourself Mobile App Today? With the C4Yourself mobile app you can login using your existing C4Yourself account or create an account to:Receive messages from your workerReceive information about important due datesObtain case informationSubmit Verifications from your smart phoneYou can also use your C4Yourself account to access www.C4Yourself.com and sign up to receive e-notifications or text messages (standard rates may apply).</p>	<p>Con la aplicación móvil de C4Yourself usted puede entrar al Sistema usando su cuenta existente de C4Yourself o crear una cuenta para: Recibir mensajes de su trabajador, Recibir información importante acerca de las fechas de vencimiento, Obtener información sobre el caso, Someter verificaciones desde su teléfono inteligenteTambién puede usare su cuenta de C4Yourself para acceder www.C4Yourself.com y registrarse para recibir notificaciones electrónicas o mensajes de texto (tarifas de datos estándar pueden aplicar).</p>
msg_C90_CCB_Off r_1	If you would like us to call you back in about	Si desea que le devolvamos la llamada acerca de
menu_C90_CCB_Of fer_2	minutes, press 1. If you would like to wait for an associate, simply stay on the line.	minutos, presione 1. Si desea esperar a un asociado, simplemente permanezca en la línea.
menu_C90_CCB_Of fer_3	<p>If you would like us to call you back at \$.CustomerEndpoint.Address, press 1.</p> <p>To use a different callback number, press 2.</p>	<p>Si desea que le devolvamos la llamada al \$.CustomerEndpoint.Address presione 1.</p> <p>Para usar un número de devolución de llamada diferente, presione 2.</p>
digits_C90_CCB_Off er_4	Please enter your callback telephone number, starting with the area code.	Ingrese su número de teléfono de devolución de llamada, comenzando con el código de área.
msg_C90_Invalid_N umber	That number isn't valid. Please try again.	Ese número no es válido. Inténtalo de nuevo.
msg_C90_CCB_Error	There has been an error setting your callback. Returning you to your place in queue.	Ha habido un error al configurar su devolución de llamada. Volviendo a su lugar en la cola.
msg_C90_CCB_Off r_5	Your callback request has been successfully scheduled. Goodbye.	Su solicitud de devolución de llamada se ha programado correctamente. Adiós.

Filename	Prompt – English	Prompt – Spanish
msg_C90_Recognize_ANI	We recognize your phone number in our system.	Reconocemos su número de teléfono en nuestro sistema.
menu_C90_Login_Menu	If you have enrolled your voice login, press 1. To enroll your voice log in, press 2. To log in using your case number and IVR PIN, press 3. To repeat the menu options, Press 7.	Si ha registrado su inicio de sesión de voz, oprima 1. Para registrar su inicio de sesión de voz, oprima 2. Para iniciar sesión con su número de caso y su PIN del sistema telefónico, oprima 3. Para escuchar de nuevo las opciones del menú, oprima 7.
msg_C90_Voice_Access	For faster access to the system use your voice. This will take about a minute.	Para acceder más rápido al sistema, ahora puede usar su voz. Esto tomará aproximadamente un minuto.
msg_C90_Voice_Login_Process	Welcome to the voice login process. In order to complete this process, you will need your case number and IVR PIN.	Bienvenido al proceso de inicio de sesión de voz. Para completar este proceso, necesitará su número de caso y su PIN del sistema telefónico.
menu_C90_Voice_Enroll_Menu	Press 1 to continue. If you do not have your case number and IVR PIN available, press 2.	Oprima 1 para continuar. Si no tiene su número de caso y su PIN del sistema telefónico disponible, oprima 2.
menu_C90_Voice_Enroll_Offer_Menu	We have changed the way you login. For faster access to the system, you can now use your voice. Enrolling your voice takes about a minute. If you would like to enroll your voice, press 1	Hemos cambiado la forma en que inicia sesión. Para acceder más rápido al sistema, ahora puede usar su voz. Registrar su voz toma aproximadamente un minute Si desea registrar su voz, oprima 1
msg_C90_Voice_Enroll_Instructions	Please make sure you speak clearly and loudly and are in a quiet location with little to no background noise.	Por favor, asegúrese de hablar claramente y en voz alta, y procure estar en una ubicación tranquila, con poco o nada de ruido.
msg_C90_Record_Error_LowSNR	Are you in a noisy environment? Please move somewhere quieter and try again.	¿Está en un lugar ruidoso? Por favor, muévase a otro lugar más silencioso e inténtelo de nuevo.
msg_C90_Record_Error_LowNetSpeech	We did not catch that , can you please speak again more slowly.	No entendimos eso. ¿puede hablar de nuevo más despacio?

Filename	Prompt – English	Prompt – Spanish
msg_C90_Record_Error_HighSaturation	We could not hear that , please move your mouth slightly further from the microphone and speak again.	<i>No pudimos oír eso, por favor mueva su boca un poco más lejos del micrófono y hable de nuevo.</i>
msg_C90_Record_Error_NoVoiceData	We did not hear you speaking, please repeat the phrase, My Voice is my Password, please verify me.	<i>No lo oímos hablar. Por favor, repita la frase: "Mi voz es mi contraseña. Favor de verificarme".</i>
msg_C90_Voice_Record_Success	Thank you, your recording was successful.	<i>Gracias. Su grabación fue satisfactoria.</i>
msg_C90_Voice_Enroll_Success	You have successfully setup your voice log in. On future calls use your voice login for faster access to your benefit and case information.	<i>Ha configurado correctamente su inicio de sesión de voz. En futuras llamadas, use su inicio de sesión de voz para acceder más rápido a la información de su caso y sus beneficios.</i>
menu_C90_Enter_Voice_Enroll_Menu	After the tone speak the following phrase, My voice is my password, please verify me.	<i>Después del tono, diga la siguiente frase "Mi voz es mi contraseña. Favor de verificarme".</i>
msg_C90_Collect_Voice_Prompt	Please say the following phrase, My voice is my password, please verify me.	<i>Por favor, diga la siguiente frase: "Mi voz es mi contraseña. Favor de verificarme".</i>
msg_C90_Collect_Voice_No_Match_EN	Your voice Log in does not match our records.	<i>Su inicio de sesión de voz no coincide con nuestros registros.</i>
digits_C90_Collect_Voice_Collect_Case	Please enter your seven-digit case number.	<i>Marque los siete dígitos de su número de caso.</i>
msg_C90_Collect_Voice_Error	We are sorry, we are unable to process your voice login at this time. Please try again later.	<i>Lo sentimos, no podemos procesar su inicio de sesión de voz en este momento. Por favor, inténtelo de nuevo más tarde.</i>
msg_C90_Collect_Voice_NoMatch	Your voice login does not match our records.	<i>Su inicio de sesión de voz no coincide con nuestros registros.</i>
msg_C90_Unable_To_Locate_Record	We are sorry, we are unable to locate your record in our system.	<i>Lo sentimos, no podemos encontrar su registro en nuestro sistema.</i>
menu_C90_Voice_Login_Menu	To enter your social security number, press 1. To enter your case number, press 2.	<i>para ingrese su número de seguro social, oprima 1. Para iniciar sesión con su número de caso oprima 2.</i>

Filename	Prompt – English	Prompt – Spanish
menu_C90_Document_Request_GEN2000	To request you benefit history or passport to services	<i>Para solicitar su historial de beneficios o Pasaporte para servicios</i>
menu_C90_Benefits_Info_CW	To hear your CalWORKs benefit information	<i>Para escuchar la información sobre los beneficios de CalWORKs</i>
menu_C90_Benefits_Info_CF	To hear your CalFresh benefit information	<i>Para escuchar la información sobre los beneficios de CalFresh</i>
menu_C90_Benefits_Info_MC	To hear your MediCal benefit information	<i>Para escuchar la información sobre los beneficios de MediCal</i>
menu_C90_Benefits_Info_WW	To hear your Welfare to Work benefit information	<i>Para escuchar la información sobre los beneficios de Transición de la Asistencia Pública al Trabajo</i>
Press_1	Press 1.	<i>Presione 1</i>
Press_2	Press 2	<i>Presione 2</i>
Press_3	Press 3	<i>Presione 3</i>
Press_4	Press 4	<i>Presione 4</i>
Press_5	Press 4	<i>Presione 5</i>
Press_6	Press 6	<i>Presione 6</i>
Press_7	Press 7	<i>Presione 7</i>
Press_8	Press 8	<i>Presione 8</i>
Press_9	Press 9	<i>Presione 9</i>

2.4 Queues

2.4.1 Overview

When a caller requests to speak to a worker, Amazon Connect will place the caller into a queue based on the selection they've made in the IVR. A queue is 'waiting area' that holds contacts to be answered by workers.

2.4.2 Description of Change

Create queues in Amazon Connect that match the Skill Groups in the Cisco Environment. The queues to be created in Amazon Connect are listed below.

Language	Queue
English	C21_EN_CalFresh
English	C21_EN_CalWORKs
English	C21_EN_MediCal
English	C21_EN_General
English	C21_EN_Supervisor
Spanish	C21_SP_CalFresh
Spanish	C21_SP_CalWORKs
Spanish	C21_SP_MediCal
Spanish	C21_SP_General
Spanish	C21_SP_Supervisor
English	C21_EN_Chat
Spanish	C21_SP_Chat

2.5 Hours of Operation

2.5.1 Overview

Hours of operation define when a queue is available and may be referenced in contact flows. Hours of operation are a required component when setting up queues. Callers can reach the IVR and self-service options 24 hours a day, but workers are only available during working business hours.

2.5.2 Description of Change

Create the Hours of Operations that match the existing Open Times for the queues in Amazon Connect. Those times are Monday through Friday 7:30 AM to 11:40AM and 1PM to 4PM. They're closed during the lunch hour.

2.6 Quick Connects

2.6.1 Overview

Quick connects are “speed-dials” for transferring calls between queues. If a caller connected with a worker and needs to be sent to a different queue the worker will select the queue to transfer to through their list of Quick Connects in their Call Control Panel (CCP).

2.6.2 Description of Change

Create a quick connect to match the current Phone Book entries in Cisco Finesse. This will allow workers to transfer calls between queues. The list of quick connects are listed below.

Name	Type	Destination
EN_CalFresh	Queue	C21_EN_CalFresh
EN_CalWORKs	Queue	C21_EN_CalWORKs
EN_General	Queue	C21_EN_General
EN_MediCal	Queue	C21_EN_MediCal
EN_Supervisor	Queue	C21_EN_Supervisor
SP_CalFresh	Queue	C21_SP_CalFresh

Name	Type	Destination
SP_CalWorks	Queue	C21_SP_CalWORKs
SP_General	Queue	C21_SP_General
SP_MediCal	Queue	C21_SP_MediCal
SP_Supervisor	Queue	C21_SP_Supervisor
Survey	Queue	C21_Survey
Voice_Enrollment	External	+1 855-299-4811

2.7 Agents

2.7.1 Overview

All workers in the contact center that handle calls will need an account to login to the Call Control Panel (CCP). The credentials for the agent account will match the worker's C-IV application credentials.

2.7.2 Description of Change

Build an agent for all existing workers that handle calls in the Cisco Contact Center within the Amazon Connect environment. These agents should be able to login to the CCP using their C-IV application credentials. For more information please see SCR 103540 on security rights.

2.8 Routing Profiles

2.8.1 Overview

A routing profile is a collection of queues that determines how contacts are routed to agents. Routing profiles are used to prioritize contacts across specific queues and manage the priority in which contacts are handled based on the queues they are routed to. An agent can only be assigned a single routing profile at a time; however, they may serve multiple queues, based on rules defined in the routing profile.

2.8.2 Description of Change

Create two routing profiles, one for English queues and one for Spanish queues. All agents created will be defaulted to the English routing profile. County work force management will have the rights to create their own routing profiles to better serve their customers.

2.9 Agent Hierarchy

2.9.1 Overview

Agents and teams can be organized into groupings based on their location and their skill sets. Hierarchies can be configured with up to five levels and allow you to segment agents or teams. You can create large groups, such as all agents who work on a specific continent, or smaller groups such as all agents working in a specific department. The hierarchies are reflected in reports and historical metrics to allow for granulated reporting. Removing agents from a level affects historical reporting until a new reporting cycle for that level has been completed. Hierarchies do not determine agent permissions or security settings. They define the organizational structure of agent groups for effective reporting.

2.9.2 Description of Change

Create an agent hierarchy that recreates the existing agent teams from the Cisco Contact Center system. This will give supervisors the same level of reporting functionality. These do not setup any kind of security or roles. This is for reporting purposes only. The agent hierarchy will also be used when filtering agents in the supervisor view in the Call Control Panel. For more information see SCR 103540.

3 OUTREACH

Onsite training will be conducted to go over the changes to the Contact Center and how end users will interact with it. The training will be broken out based on level of access to the system.

3.1 Agents

All agents in the Contact Center will be trained onsite on the differences between Cisco Finesse, and the Amazon Connect Customized Call Control Panel (CCP) [SCR 103540].

3.2 Supervisors

Supervisors will be trained onsite on the differences between Cisco Finesse, and the Amazon Connect customized CCP. They will also be trained on how to live monitor their staff and switch the state of their agents when needed.

3.3 Work Force Management

Work Force Management (WFM) will be trained onsite on the differences between Cisco Finesse and Amazon Connect customized CCP.

Training will also go over how routing profiles are created and how to create the most effective routing profiles to better serve their customers.

For training in the cloud version of Calabrio One and eGain 17.2 please see SCRs 104516 and 104517 respectively.

4 APPENDIX

1. Web Chat will be provided to agents using the Symbee third party tool for Amazon Connect.
 - a. This will allow agents to take calls and web chats but not both at once.
 - b. The link in C4Yourself will be updated to point to the new Symbee chat solution.
2. Courtesy Call Back (CCB) will be available for callers when queue times are greater than seven minutes. This will provide a better customer service experience for customers so they do not have to wait on the phone the entire duration of their time in queue.
 - a. Callers will be prompted with an option to have CCB call them back, but are not required to opt in.
 - b. CCB will call the customer back and connect them with an agent.
3. Post Call Survey will be implemented in Amazon Connect, using the same questions that are currently used in Cisco.
 - a. Agents will need to transfer the caller to the Survey
4. Voice Biometrics will remain in place in the same capacity as it does in Cisco.
 - a. Existing Voice Prints will be usable in Amazon Connect without needing to reenroll their voice.

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