SCR #	Summary	Committee Priority	Status	SPG Form	Fix version	Notes
	IVR/Contact Center Committee's Consolidated Top 10 SCR Template					
CA-208919	Create Customized Call Control Panel for Amazon Connect	1	New	56-Medium	TBD	
CA-208925	Text to Opt Out of Text Messages	2	Design in Progress	47-Medium	20.05	
CA-208934	Persist Call/Text/E-mail Data	3	New	45-Medium	TBD	
CA-207900	SAR7 E-mail Campaign and Report	4	New	36-Low	TBD	
CA-49842	Change all Outbound Calls Data File Format to Accommodate Participant Appointment Date/Time	5	System Test	58-Medium	20.01	
CA-208936	SAR7 Call/Text/E-mail Reports	6	New	44-Low	TBD	
CA-201644	IVR/CC: CO-070 - Call Log Reports Enhancements	7	New	49-Medium	TBD	
CIV-101131	CES 2018-035: Add Language to Text Notification if Appointments are in Person or by Telephone	8	New	56-Medium	TBD	
CA-207899	SAR7 Outbound Calls - Journal Entry and Report - Phase 2	9	New	36-Low	TBD	
CA-208923	E-mail Interface Multi-Language Support	10	New	44-Low	TBD	
CIV-101733	Move Voice Prints Between Counties	11	In Development	60-Medium	20.07	

CA-51951	CSC Tasks Data Extraction	12	New	50-Medium	TBD	
CA-207775	Implement CalFresh Recertifications and CalWORKs/CalFresh Redetermination Text Campaign	13	New	36-Low	TBD	
CIV-6687	IVR/CC: CO-070: Call Log Reports Enhancements	14	New	44-Low	TBD	
CIV-102240	Create Custom Text Messaging Campaigns	15	New	47-Medium	TBD	
CA-57648	CalFresh Solicitation Campaign Outbound Call	16	New	49-Medium	TBD	
CIV-12233	Call Log: Check for Duplicate Entries for Call Reason	17	New	52-Medium	TBD	
CA-207774	Implement CalFresh Recertifications and CalWORKs/CalFresh Redetermination Email Campaign	18	New	36-Low	TBD	
CA-206611	Outbound Call Campaigh for CalWORKs/CalFresh Redeterminations	19	New	36-Low	TBD	
CA-202854	Implement an IVR Inbound/Outbound Report	20	New	49-Medium	TBD	
CA-210860	SAR7 Reporting	21	New	41-Low	TBD	
CA-201657	OBIEE: Apply Oracle Patch to OBIEE	22	New	54-Medium	TBD	