

☐ CalSAWS DD&I☒ C-IV M&O☐ CalWIN M&O☐ LRS M&E

Distribution Date:	March 4, 2021
To:	ContactCenter.Mgmt.All. PPOC.Butte, PPOC.Humboldt, PPOC.Kern, PPOC.Kings, PPOC.Marin, PPOC.Merced, PPOC.Monterey, PPOC.Riverside, PPOC.San Bernardino, PPOC.Shasta, PPOC.San Joaquin, PPOC.Stanislaus, PPOC.Sutter, PPOC.Yuba
CIT Name:	C-IV Contact Center Staff Migration to CalSAWS Users
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

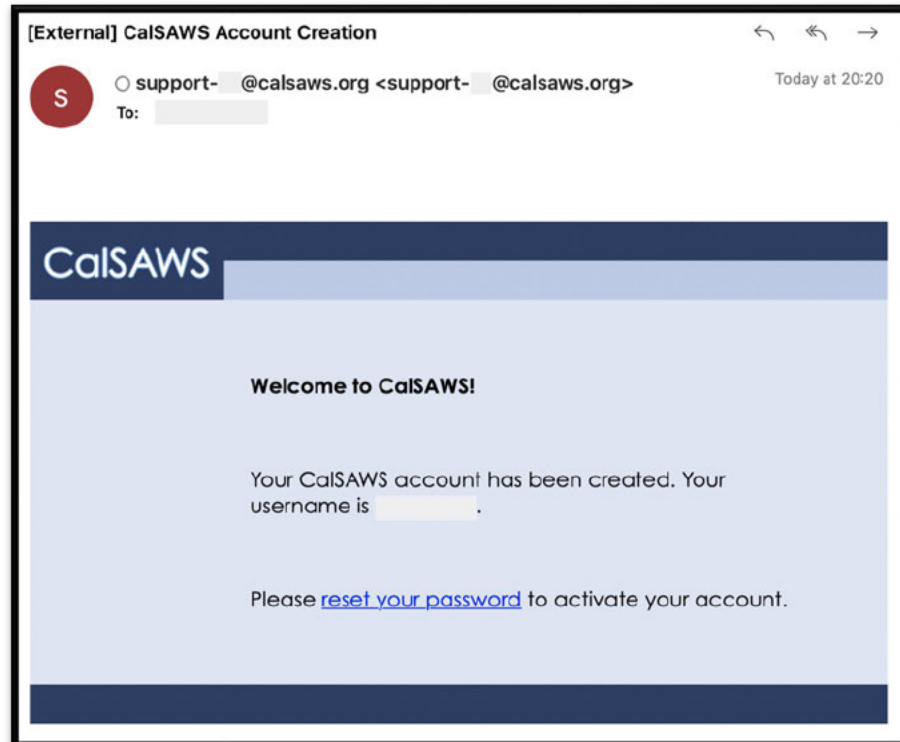
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| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other <u>Contact Center</u> | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to inform C-IV Contact Center users of the migration of the Contact Center Call Control Panel (CCP) to utilize the CalSAWS identify provider and the creation of CalSAWS user accounts for those staff.</p> <p>Background</p> <p>In preparation of the C-IV Contact Center migration to CalSAWS, all current C-IV contact center users (in office and remote/work from home) will be migrated to the new CalSAWS Identity provider and a CalSAWS user account will be created.</p> <p>All C-IV contact center users will have a CalSAWS user account created on Friday, March 26, 2021. The C-IV Contact Center CCP will be updated and these user accounts will be used to log into the CalSAWS Contact Center CCP starting April 9, 2021.</p>
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Note: This will change the way users log into the Contact Center CCP, but it does not change how users access or log into the C-IV Application.

As users are added into the CalSAWS identity provider on March 26, 2021, auto-generated emails will be sent to these new users from support@calsaws.org and will contain a Password Reset Link (See CIT 0026-21). The auto-generated email will be sent to the same email address associated to the user's account in Calabrio. This email was provided during the agent roll-on process. Note: If the Contact Center agent is also an OCAT user, no additional action is necessary.

Below is a sample of the CalSAWS welcome email that staff may receive. The email contains the user's CalSAWS user ID and a password reset link:



Contact Center staff will need to click on the "[reset your password](#)" link in the email to create a new password before Friday, April 9, 2021 to ensure they will be able to log in once the C-IV Contact Center CCP is updated.

Additional Information

Contact Center users will be able to login to the CalSAWS Contact Center CCP with either their username (existing C-IV Username) or their e-mail address. They must use their new password.

Note: This will not impact how users access or log into the C-IV Application. They will continue to use their existing C-IV Username and C-IV Password to log into the C-IV application screen pops.

For a simplified list of dates, please see below.

- 3/26/21 – CalSAWS Users account are created and emails are sent.

	<ul style="list-style-type: none"> • 4/8/21 – Last day to setup new Password before CCP is updated. • 4/9/21 – CCP is updated. Users (in office and remote/work from home) will use new credentials to log in. <p>County Action: Please share this information with your staff as appropriate.</p>
Primary Project Contact: (Name, phone number, email address)	<p>Danielle Benoit Project IT Manager BenoitD@CalSAWS.org</p>
Backup Project Contact: (Name, phone number, email address)	<p>Jared Kuester Contact Center Team Lead KuesterJM@CalSAWS.org</p>
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Navigate to the ██████████ 2. Click on the CRFIs & CITs link at the top of the page. 3. Click on the "CalSAWS Information Transmittal (CIT)" folder. 4. Click on the "2021" folder. 5. Click on the appropriate CIT # folder.