



# CalSAWS

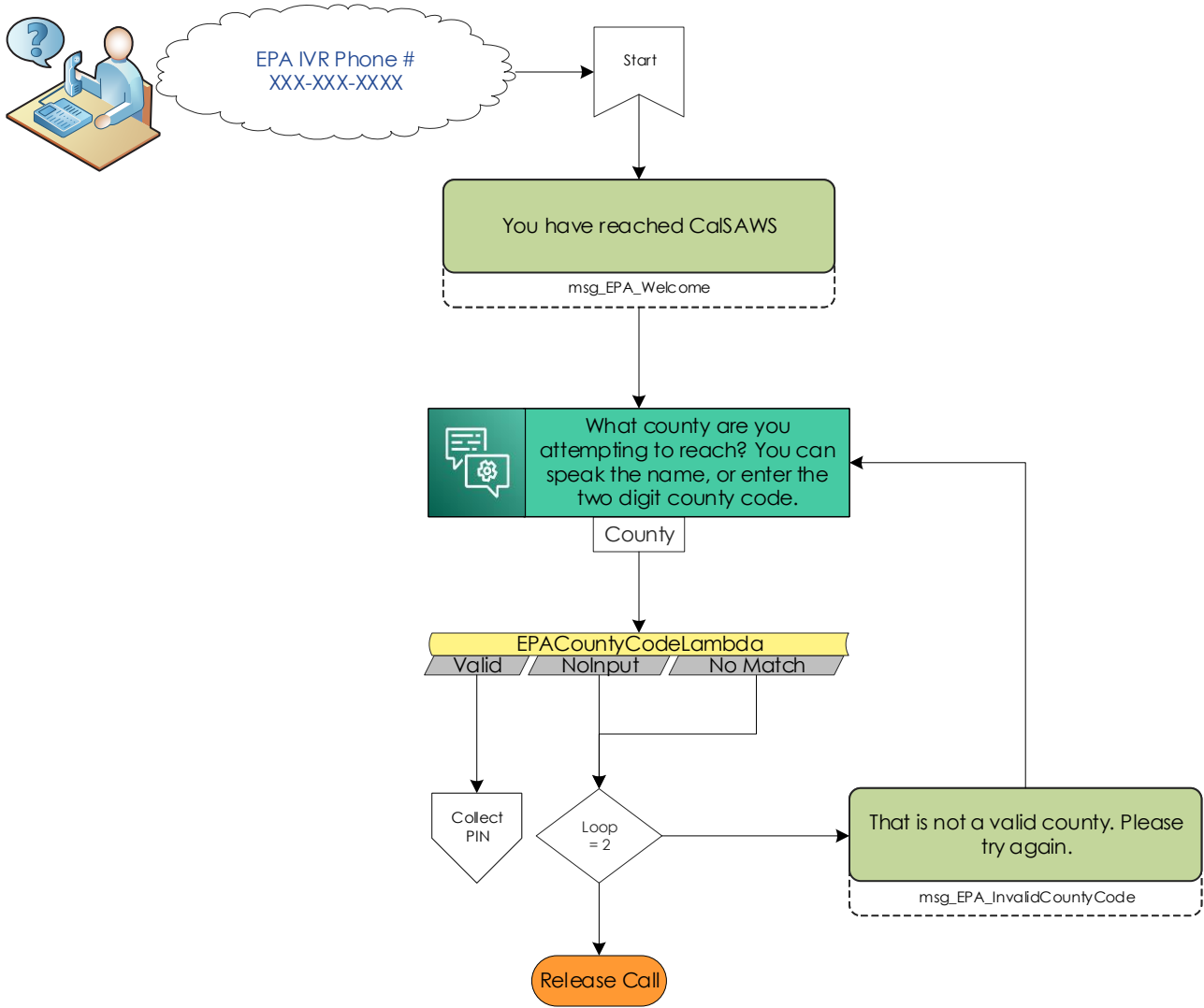
California Statewide Automated Welfare System

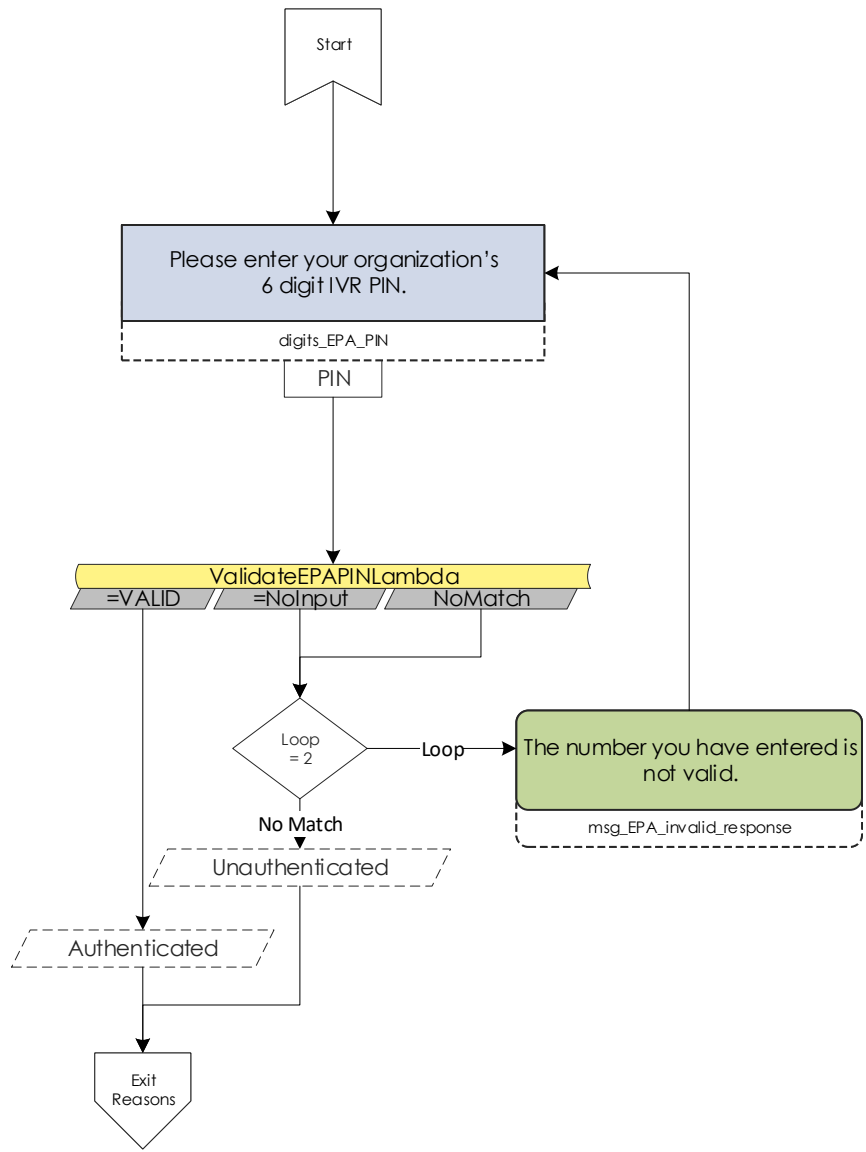
## Universal Business Rules

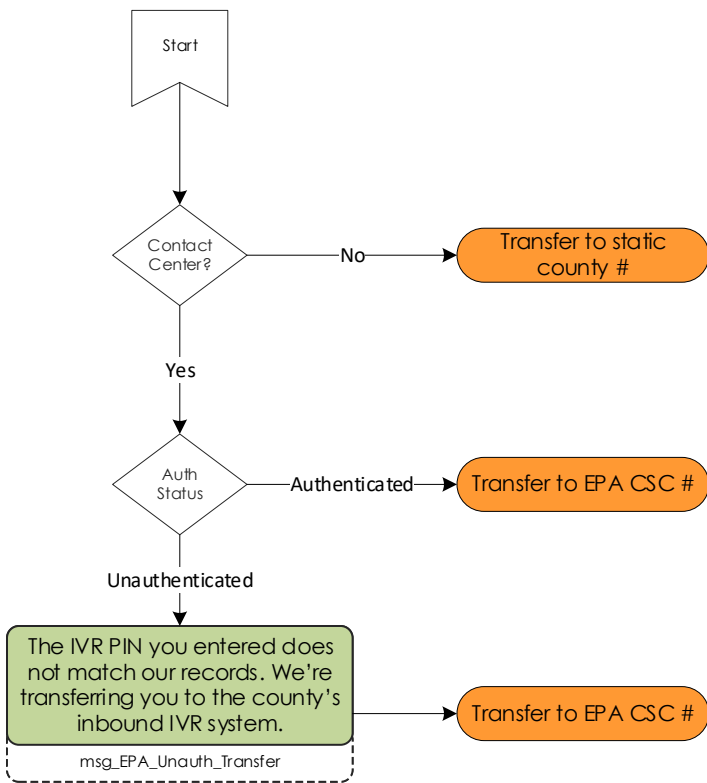
### - External Party Access -

Business Hours
External Party Access from IVR is available 24/7
Transfer capability follows county business hours

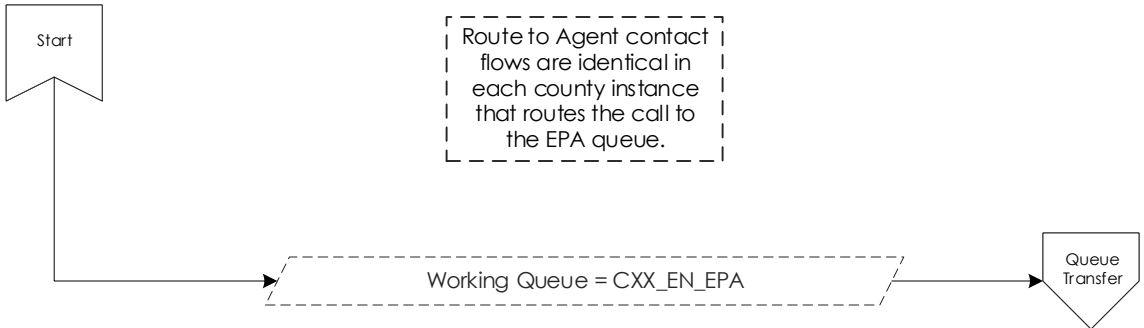
Functionality	Description	Exceptions
Touch Tone Entry	Application shall accept DTMF numeric, Hash (#), and Star (*) entries only.	
Language of Interaction	English	
No Input timeout	5 Seconds	
Inter Digit Timeout	5 Seconds	
Maximum number of tries	3 – No Input / 3 – No Match (attempts)	
Route to Queue	Call is Transferred to County indicated	
Max No Input	Following 3 failed attempts the call will be released.	
Max No Match	Following 3 failed attempts the call will be released.	

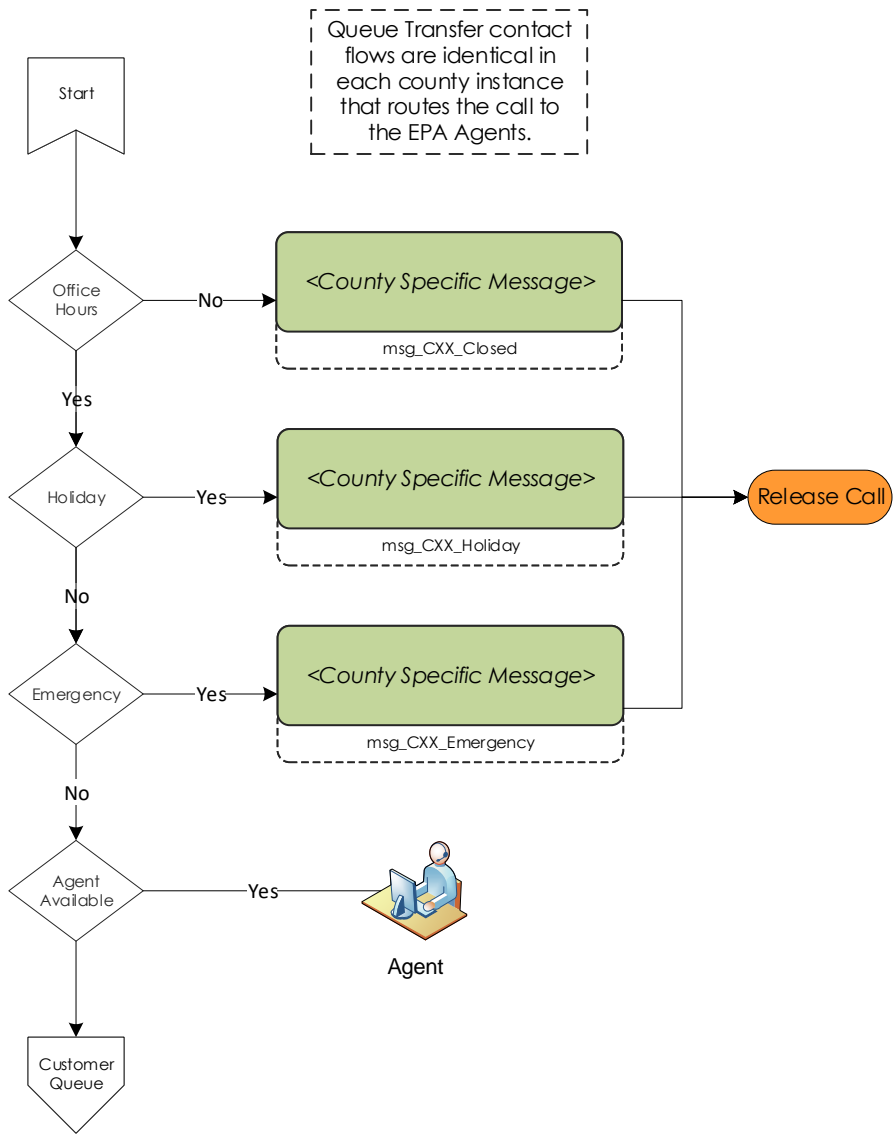






- 01 = Alameda\*
  - 02 = Alpine\*
  - 03 = Amador\*
  - 04 = Butte
  - 05 = Calaveras\*
  - 06 = Colusa\*
  - 07 = Contra Costa\*
  - 08 = Del Norte\*
  - 09 = El Dorado\*
  - 10 = Fresno\*
  - 11 = Glenn\*
  - 12 = Humboldt
  - 13 = Imperial\*
  - 14 = Inyo\*
  - 15 = Kern
  - 16 = Kings
  - 17 = Lake\*
  - 18 = Lassen\*
  - 19 = Los Angeles\*
  - 20 = Madera\*
  - 21 = Marin
  - 22 = Mariposa\*
  - 23 = Mendocino\*
  - 24 = Merced\*
  - 25 = Modoc\*
  - 26 = Mono\*
  - 27 = Monterey
  - 28 = Napa\*
  - 29 = Nevada\*
  - 30 = Orange\*
  - 31 = Placer\*
  - 32 = Plumas\*
  - 33 = Riverside\*
  - 34 = Sacramento\*
  - 35 = San Benito\*
  - 36 = San Bernardino
  - 37 = San Diego\*
  - 38 = San Francisco\*
  - 39 = San Joaquin\*
  - 40 = San Luis Obispo\*
  - 41 = San Mateo\*
  - 42 = Santa Barbara\*
  - 43 = Santa Clara\*
  - 44 = Santa Cruz\*
  - 45 = Shasta
  - 46 = Sierra\*
  - 47 = Siskiyou\*
  - 48 = Solano\*
  - 49 = Sonoma\*
  - 50 = Stanislaus
  - 51 = Sutter
  - 52 = Tehama\*
  - 53 = Trinity\*
  - 54 = Tulare\*
  - 55 = Tuolumne\*
  - 56 = Ventura\*
  - 57 = Yolo\*
  - 58 = Yuba
- \* = Transfers to Static #





Customer Queue contact flows use the existing Customer Queue flow per county. Please see your existing call flow for details.