

[CA-245371] [Update to the IVR Outbound Messaging](#) Created: 05/10/2022 Updated: 07/21/2022

Status:	In Progress
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER		
Reporter:	Frederick Gains	Assignee:	Darcy Alexander
Labels:	None		

Region #:	5
County:	Riverside
Submitter's Name:	Ernie Chavez
Submitter's Email:	ernchave@rivco.org
Submitter's Phone:	951-358-3696
Programs Impacted:	CalFresh, CalWORKs
Request:	<p>Justification / Request Summary: Update the Fiscal Issuance Method Detail page to land in the same page after saving record</p> <p>The current design does not include the contact phone number for the recipients to call. ACIN I-22-21</p>
Recommendation:	<p>VR Outbound Calls > Missing document reminder > Include a department contact phone number for the recipients use to meet the personal contact requirements of ACIN I-22-21.</p> <p>At the end of the current messaging include, "For assistance, please call (877) 410-8827."</p> <p>Adding a phone number to the IVR messaging will enable an automated missing document personal contact process for customers who opted into IVR Outbound Calls. This will significantly reduce the number of personal contact attempts made by staff/users.</p> <p>Customers will be provided with complete information including Missing document information, impact on benefits, and a contact phone number for assistance.</p>

	IVR Outbound Reminder Notification for SAR 7 Not Received. Automated journal entry required after each IVR Outbound call.
Area(s) Impacted:	Call Center
Committee:	IVR & Contact Center