

| Release # | Release Date | Item Type | Item Number | Functional Area | Programs Impacted | Original Behavior | New Behavior | Ticket Number |
|-----------|--------------|-----------|-------------|-----------------|-------------------|--|---|---------------|
| 22.12.20 | 20-Dec-22 | Defect | CA-254013 | Contact Center | | Shasta county's 'queue messages' were removed during the Admin page go-live. | Shasta county's 'queue messages' are now playing as expected. | PR80044982 |