




[CA-250857] [CER CA-245371 - Update to IVR Outbound Messaging](#) Created: 10/03/2022 Updated: 11/02/2022

Status:	New		
Project:	CalSAWS		
Fix Version/s:	TBD		
Type:	SCR		
Reporter:	Darcy Alexander	Assignee:	Darcy Alexander
Labels:	None		
Attachments:	 CalSAWS Enhancement Request Form - Update to the IVR Outbound Messaging.1.doc		
SCRB:	Select a value		
Designer Contact:		Jared Kuester	
Policy/Design Consortium Contact:		Darcy Alexander	
Team Responsible:	Contact Center		
Requested By:	Riverside		
Project Phase (SCR):	Production		
Change Type (SCR):	Operational Enhancement		
Impact Analysis:	Business Process		
Outreach Required:	No		
Current Design:	There is no County phone number in outbound IVR calls for SAR 7 not Received.		
Request:	Add phone number to IVR messaging for SAR 7 Not Received		
Recommendation:	<ol style="list-style-type: none"> 1. Add a phone number to Outbound Reminder Notifications for SAR 7 Not Received. 2. Wording to state "For Assistance, please call (county phone number) 3. Automate Journal entry after each Outbound Call 		
Expedite Changes:	No		