

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
23.02.17	17-Feb-23	SCR	CA-231234	Contact Center	N/A	Tasks were not created when a customer cancelled their appointment through the Outbound Interactive Voice Response (IVR) reminder calls.	A task is created when a customer cancels their appointment through the Outbound Interactive Voice Response (IVR) reminder calls.	
23.02.17	17-Feb-23	SCR	CA-226207	Contact Center	N/A	Customers received outbound reminder calls in only English and Spanish.	Customers now receive outbound reminder calls in the following languages: English, Spanish, Farsi, Vietnamese, Mandarin, Tagalog, Russian, Korean, Cambodian, Hmong, Arabic, Lao, Cantonese, Armenian, and Portuguese.	
23.02.17	17-Feb-23	SCR	CA-250886	Online		The CalSAWS Virtual Assistant or Chat Bot, available to assist Workers with answering CalSAWS related questions, did not exist.	A Virtual Assistant is now accessible through the CalSAWS application, to assist Workers with answering CalSAWS related questions. To access the Virtual Assistant, click the new "Chat" link, located in the lower right corner of the CalSAWS application pages.	
23.02.17	17-Feb-23	Defect	CA-256728	Conversion		Expedited Services (ES) programs were incorrectly set to 'Denied' or 'Discontinued' instead of 'Deregistered' for wave 1 converted counties.	Expedited Services (ES) programs that were denied/discontinued in wave 1 conversion are now marked as 'Deregistered'.	
23.02.17	17-Feb-23	Defect	CA-255194	Conversion		CalFresh work registration sanctions were converted as "IPV Fraud".	CalFresh work registration sanctions are now converted as "CFET".	PR80045123
23.02.17	17-Feb-23	Defect	CA-256182	Online		Some phone extension records on the 'Contact Detail' and 'Position Detail' pages displayed a number zero after the extension. This should not be the case since the default value is null.	Phone extension records on the 'Contact Detail' and 'Position Detail' pages now display the correct value of null when no extension number is given.	
23.02.17	17-Feb-23	Defect	CA-256719	Online		Both the internal and external e-Inter County Transfer (e-ICT) request was triggering the validation when trying to request a case number that had already been requested in the requested county.	Only the external e-Inter County Transfer (e-ICT) request now triggers the validation when trying to request a case number that has already been requests in the requested county.	PR80045337
23.02.17	17-Feb-23	Defect	CA-256300	Online		When clicking on the 'Add' button on the Medi-Cal (MC) 355 List page that had a record with status other than "Complete", "Not Applicable", or "Error", the user received the error "Add - A new MC 355 cannot be generated until all existing notices have the status of Complete, Not Applicable, or Error."	When clicking Add button on MC 355 List page that has a record with status other than Complete, Not Applicable or Error, the error message "Add - A new MC 355 cannot be generated until all existing notices have the status of Complete, Not Applicable, or Error," doesn't display.	PR80045272
23.02.17	17-Feb-23	Defect	CA-256879	Online		When trying to search for a few inactive staff members on the Staff Search page, their records did not appear and they only had Secondary Emails associated to them.	Staff Search is now able to pull their records (and their associated email address is set to primary).	
23.02.16	16-Feb-23	Defect	CA-256364	Fiscal		(Data Change Request): EBI accounts were tied to incorrect cases in another county.	Data Change Run Date: 2/16/2023 The mismatched EBI accounts are deleted and submission error issuances associated to those accounts are voided.	PR80045302