



[CA-244072] [DDID 2731 FDS: Update the eCCP to support 6 way calling](#) Created: 04/18/2022 Updated: 01/11/2023

<b>Status:</b>	Design in Progress		
<b>Project:</b>	<a href="#">CalSAWS</a>		
<b>Fix Version/s:</b>	<a href="#">23.01</a>		
<b>Type:</b>	SCR		
<b>Reporter:</b>	<a href="#">Jared Kuester</a>	<b>Assignee:</b>	<a href="#">Allen Garcia</a>
<b>Attachments:</b>			
<b>Issue Links:</b>	<b>Relates</b> relates to <a href="#">CAR-3810</a> DDID 2731 FDS: Customer Service Center Confirmed		
<b>SCRB:</b>	Pending		
<b>Designer Contact:</b>	 Jared Kuester		
<b>Policy/Design Consortium Contact:</b>	 Darcy Alexander		
<b>Minor Version:</b>	23.02.09		
<b>Team Responsible:</b>	Contact Center		
<b>Requested By:</b>	Accenture		
<b>Project Phase (SCR):</b>	Production		
<b>Change Type (SCR):</b>	Enhancement		
<b>Funding Source:</b>	CalSAWS DD&I		
<b>Funding Source ID:</b>	DDID 2731		
<b>Current Design:</b>	The eCCP only supports up to a 3 way conference call		
<b>Request:</b>	<p>AWS recently released the ability for 6 way calls, and the eCCP needs to be updated to support it.</p> <p>From <a href="#">CAR-3810</a> :</p> <p>Configure the Telephonic Signature solution to support 4-way calling. This allows the agent, customer, Language Line interpreter and Telephonic Signature solution to be connected concurrently.</p>		
<b>Recommendation:</b>	1) Update the eCCP to support 6 way calling a) The Telephonic Signature through the eCCP will not be impacted.		