

[CA-254021] [CER CA-250921 - eCCP single log off button](#) Created: 12/16/2022 Updated: 12/16/2022

Status:	New		
Project:	CalSAWS		
Fix Version/s:	TBD		
Type:	SCR		
Reporter:	Darcy Alexander	Assignee:	Unassigned
Labels:	None		
Attachments:	<input type="checkbox"/> CER (3).html <input checked="" type="checkbox"/> SPG Scorecard Template SCR CA-254021.xlsx		
SCRB:	Select a value		
Team Responsible:	Contact Center		
Requested By:	Los Angeles		
Project Phase (SCR):	Production		
Change Type (SCR):	Operational Enhancement		
Outreach Required:	No		
Funding Source:	Other		
Current Design:	Currently, ECCP does not allow CSC EWs to log off by clicking log off, they must reload the page before they are fully considered to log off.		
Request:	ECCP log-off process is confusing to CSC EWs. Unable to log off completely by clicking the log off button. Staff will have to click log off and then click the reload button to fully be logged off the eCCP.		
Recommendation:	have a single log-off process, click the log-off button and CSC EW will be completely logged off the ECCP		
Expedite Changes:	No		
SPG Status:	Pending		
SPG Priority:	Low		
SPG Score:	38		
Committee:	IVR & Contact Center		