[CA-254796] Automated EBT Replacement Implementation Created: 01/05/2023 Updated: 01/10/2023

Status:	Design in Progress
Project:	CalSAWS
Fix Version/s:	23.03
Type:	SCR
Reporter:	Korey Edwards
Labels:	None
Attachments:	CA-254796 Automated EBT Replacement.docx
SCRB:	Select a value
Designer Contact:	Korey Edwards
Policy/Design Consortium Contact:	Darcy Alexander
Minor Version:	23.04.01
Team Responsible:	Special Project
Requested By:	Consortium
Project Phase (SCR):	Production
Change Type (SCR):	Enhancement
Current Design:	No automated process for EBT card replacement.
Request:	Implement automated process for EBT replacement mailing and pickup requests through self-service option within the county's inbound IVR.

Recommendation:	1. Modify the IVR call flow to include
	   a. EBT Card replacement option
	   b. EBT Card delivery option
	     i. Mail – Mailed to the customer's preferred address noted in CalSAWS
	     ii. Pickup – The card will be printed at the customer's nearest district office based on their address in CalSAWS
	   c. IVR (via Amazon Connect) relays the customer request details (listed) to the RPA by API call.
	     i. Case Id
	     ii. Delivery Method
	2. RPA receives the request and reissues the card within CalSAWS.

Committee:	IVR & Contact Center

The Assignee for this item is Korey Edwards.