

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-255969

Voice Bots Statewide Rollout

CalSAWS	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

This change will roll out the Welcome and Authentication Bots, and Push Notification features to all CalSAWS County Interactive Voice Response (IVR). This will give customers additional ways to authenticate, navigate through the IVR, and give customers self service information.

1.1 Current Design

The Authentication and Welcome LEX Voice bots, and Push Notification functionality are not deployed to all CalSAWS County IVRs.

1.2 Requests

Deploy the Authentication and Welcome Bots, and Push Notification features to all CalSAWS County IVRs. Update the Push Notification feature to query live tables, and update the Case Number utterance to accept alpha-numeric values.

1.3 Overview of Recommendations

1. Deploy the Authentication and Welcome bots.
 - a. For more information see the attached call flow (CA-255969 – Voice Bots enhancement)
2. Update Push Notification
 - a. Query the Live Tables instead of AGGR Tables
3. Update the Case Number utterance.
 - a. Update the Case Number utterance to allow alpha-numeric case numbers.
4. Enable automated daily bot reports.

1.4 Assumptions

1. Authentication Bot will not be modified to add additional authentication options
2. The Welcome Bot will not be updated to include additional utterances.
3. Push Notification messaging will not be modified.
 - a. For more information, see the attached Call Flow (CA-255969 – Voice Bots enhancement)
4. Daily reports will not be modified.
5. Placement of the voice bots in the call flow will be a Global Change, and cannot be customized without committee approval.

2 RECOMMENDATIONS

2.1 Deploy Authentication and Welcome Bots

2.1.1 Overview

Deploy the Authentication and Welcome bots to the CalSAWS IVRs. This will give customers a simplified avenue to navigate the IVR and authenticate themselves.

2.1.2 Description of Changes

1. Deploy the Authentication and Welcome Bots
 - a. For more information see the attached Call Flow (CA-255969 – Voice Bots enhancement)

2.2 Update Push Notification

2.2.1 Overview

The Push Notification functionality currently relies on the AGGR tables to give the updates to the customer. This information is required to be pulled from the live tables to support recent CalWIN counties.

2.2.2 Description of Changes

1. Update the Push Notification lambda
 - a. Change the Query to use the Live tables

2.3 Update Case Number Utterance

2.3.1 Overview

The case number utterance must be updates to allow for counties that include letters in their case numbers. Without this update, customers with letters in their case number will not be able to enter this information.

2.3.2 Description of Changes

1. Update the Case Number utterance
 - a. Update the value from a Number to a String

2.4 Enable Daily Bot Reports



2.4.1 Overview

Daily reports on the success rate of the bots and push notification are sent out. The Auth Bot report lists the success and failure rate of each utterance, and the Welcome Bot/Push Notification report lists success rate for each utterance, includes unknown utterances, and the success rate of the Push Notifications.

2.4.2 Description of Changes

1. Schedule the daily reports
 - a. For more information see the attached reports samples

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	IVR	Welcome Bots and Auth Bot Call Flow	
3	IVR	Authentication Bot report	 CA-255969 - Auth Bot Report Sample.x
4	IVR	Welcome Bot Report	 CA-255969 - Welcome Bot Report

4 APPENDIX
