

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	11/3/2022
Title	eCCP Admin Page enhancement

Region #: 2	County: Yolo	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKS / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			
N/A			

Area(s) Impacted:			
<input checked="" type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Client Correspondence	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input type="checkbox"/> Lobby Management
<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt	<input checked="" type="checkbox"/> Security
<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input type="checkbox"/> Other – specify			

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Justification / Request Summary:**Requesting the eCCP Admin page be enhanced to provide counties more flexibility with enabling/disabling features****Issue:**

The current eCCP Admin page does not provide counties the flexibility of enabling/disabling Courtesy & Scheduled callback feature on individual queues as needed. Once it is enabled, it is on for all the queues.

Proposed Recommendation:

Yolo County requests the enhancement of the eCCP Admin page to include the ability to make changes to the Callback features without limitation. Provide more flexibility for the counties to enable or disable each callback feature for individual queues as desired depending on the counties need.

Priority/Implementation Consideration(s):

All current CalSAWS counties and future waves can benefit from having this flexibility of enabling/disabling the callback features for individual queues on the Admin page.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)
CA-252438

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: