

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	3/6/2023
<b>Title</b>	Change courtesy call back attempts to 2

<b>Region #: 2</b>	<b>County: Placer</b>	
<b>Submitter:</b> Chris Craig	<b>Email:</b> <a href="mailto:ccraig@placer.ca.gov">ccraig@placer.ca.gov</a>	<b>Phone:</b> 916-784-6136

<b>Program(s) Impacted:</b>			
<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			

<b>Area(s) Impacted:</b>			
<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 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: Lowering the Courtesy Call Back attempts will relieve pressure on our end of day operations**

Issue: Currently the Courtesy Call Back (CCB) functionality attempts 3 call backs which means at the end of the day lots of CCB calls are potentially waiting causing a larger than necessary back log of calls. Dealing with a back log of calls after hours is incurring extra overtime costs.

Proposed Recommendation: reduce the number of CCB attempts from 3 to 2.

Priority/Implementation Consideration(s): Discussed the change at the Contact Center Managers meeting with all counties and all present agreed.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)  
CER CA-257851

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments:

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