

| Release # | Release Date | Item Type | Item Number | Functional Area | Programs Impacted | Original Behavior  | New Behavior   | Ticket Number |
|-----------|--------------|-----------|-------------|-----------------|-------------------|--|--|---------------|
| 23.08.21  | 21-Aug-23    | SCR       | CA-258657   | Contact Center  | N/A               | Sutter County did not have access to the Enhanced Call Control Panel (eCCP). | Sutter County now has access to the Enhanced Call Control Panel (eCCP) and all features that come along with it. |               |