


[CA-257478] [Amazon Connect Reporting on Queue Limits](#) Created: 03/01/2023 Updated:  
03/01/2023

<b>Status:</b>	New		
<b>Project:</b>	<a href="#">CalSAWS</a>		
<b>Component/s:</b>	None		
<b>Fix Version/s:</b>	None		
<b>Type:</b>	CER		
<b>Reporter:</b>	<a href="#">Frederick Gains</a>	<b>Assignee:</b>	<a href="#">Darcy Alexander</a>
<b>Labels:</b>	None		
<b>Attachments:</b>	 CalSAWS Enhancement Request Form Queue limits 2.22.23.doc		
<b>Region #:</b>	5		
<b>County:</b>	Santa Barbara		
<b>Submitter's Name:</b>	Christina Groppetti,		
<b>Submitter's Phone:</b>	(805) 346-7116		
<b>Request:</b>	Amazon connect does not currently have the capacity to run direct data reports on the Queue Limits that be set in the system.		
<b>Recommendation:</b>	Santa Barbara County requests to have this data and reporting available in order to better understand the call volume within Santa Barbara County.		
<b>Area(s) Impacted:</b>	Call Center		
<b>Committee:</b>	IVR & Contact Center		