



**[CA-265140] Contact Center IVR: Update Authentication handling for Existing Cases with No Active Programs** Created: 07/21/2023 Updated: 07/21/2023

<b>Status:</b>	New		
<b>Project:</b>	<a href="#">CalSAWS</a>		
<b>Fix Version/s:</b>	<a href="#">RWR</a>		
<b>Type:</b>	SCR		
<b>Reporter:</b>	<a href="#">Jared Kuester</a>	<b>Assignee:</b>	Unassigned
<b>Labels:</b>	Contact Center		
<b>Designer Contact:</b>	 Jared Kuester		
<b>Policy/Design Consortium Contact:</b>	 Logan Pratt		
<b>Team Responsible:</b>	Contact Center		
<b>Requested By:</b>	Consortium		
<b>Project Phase (SCR):</b>	Production		
<b>Change Type (SCR):</b>	Enhancement		
<b>Impact Analysis:</b>	Public Facing		
<b>Training Impacted:</b>	N/A		
<b>Funding Source:</b>	CalSAWS M&E		
<b>Other Agency Cross Reference:</b>	N/A		
<b>Current Design:</b>	Customers calling the county IVRs with an existing case with discontinued or denied programs (no active programs) are told that the information they provided does not match out records and are unable to authenticate.		
<b>Request:</b>	Customers calling the county IVRs with an existing case with discontinued or denied programs (no active programs) should be able to authenticate.		
<b>Recommendation:</b>	1) Update the Do Login Lambda to handle discontinued/denied cases (no active programs) <ol style="list-style-type: none"> <li>a) If a customer is associated to a single case with no active programs, log them in and send them to the Program Menu.</li> <li>b) If a customer is associated to two cases and one is discontinued, log them in to the active case.</li> <li>c) If a customer is associated to two cases and both have no active programs, log them in and send them to the Program Menu.</li> </ol>		