Calsaws

California Statewide Automated Welfare System

# **Design Document**

## CA-269863

## eCCP Telephonic Signature Messaging

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	DOCUMENT APPROVAL HISTORY		
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## **1 OVERVIEW**

This recommendation is to add informational messages to the Enhanced Call Control Panel (eCCP) when capturing a telephonic signature.

### 1.1 Current Design

When a contact center agent captures a telephonic signature in the eCCP, the play button becomes a pulsating red recording icon, and all buttons are grayed out when the recording is stopped. Once the agent has stopped the recording, the signature will be processed and available in CalSAWS after the agent completes and disconnects the call with the customer. There is no informational messaging for the agent.

#### 1.2 Requests

Add a message after a successful telephonic signature is captured through eCCP informing the agent that the call must be disconnected before the signature will appear in CalSAWS. Also add in indicator messages that the recording has started, stopped, and been restarted when pressing the corresponding buttons.

## 1.3 Overview of Recommendations

- 1. Update the eCCP Messaging.
  - a. Display the following message "Telephonic signature successfully captured. Posting of the telephonic signature will not begin until call has ended."
  - b. Add the message "Telephonic Signature Recording Started" when pressing the start button.
  - c. Add the message "Telephonic Signature Recording Stopped" when pressing the stop button.
  - d. Add the message "Telephonic Signature Recording Re-Started." when pressing the reset button.

#### 1.4 Assumptions

- 1. Messages are informational only and do not impact functionality.
- 2. There is no change to the process of capturing a telephonic signature through the eCCP.

## **2 RECOMMENDATIONS**

## 2.1 eCCP Messaging

#### 2.1.1 Overview

This recommendation is to add an informational message to the eCCP when capturing a telephonic signature. This message will instruct the agent to hang up the call and wait several minutes for processing once the call is complete.

#### 2.1.2 eCCP Messaging Mockups

	SAWS						33:26 PM 🔷 Amazon Connect [- Logout
â	Caller Profile					୍ Search	Shee Detaile V
	Caller status: N/A						On going Outbound Call
х.	Case#: N/A						+12054189054 Call Intern: Outbound
*	Phone Number: 12094189684						90.07:30 🕘 🕕 😋 🗐 📀
•	Customer Name: Unknown caller						Capture Code
ılı	Language: N/A		Telephonic Signature Co	mplete			Telephonic Signature Recording Stopped.
	Call Reason: N/A		Telephonic Signature s Posting of the telephon	uccessfully captured. nic signature will not			
	Primary: N/A		begin until call has end	ded.			
	County: N/A			Continue			
	IVR Time: N/A						
	Authenticated: N/A						
	Contact History						
	All	Date and Time 🍳	Handled By 🍳	Call Duration	Queue 🕈		
	Calls						
	Chats						

Figure 2.1.2.1 – Telephonic Signature Pop-Up Message

CalSAWS					10/20/2023, 3:	33:14 PM dp Amazon Connect [- Logout
ය Calle	er Profile			Enter Caller	Phone Number Q Search	Dow Details: V
Coller stat	itus:					On-going Dutbound Cell
Case#: N/A						Guest +12084199584 Call Intent Outbound
Phone Nur 120941896						00:07:18
Customer Unknown a						20003266 🔍 🕘 🔘 🥥
Language: N/A	c					Telephonic Signature Recording Started
Call Reason N/A	arc.					
Primary: N/A						
County: N/A						
IVR Time: N/A						
Authentica N/A	ated:					
Contact	t History					
All		Date and Time 🌣	Handled By 🍳	Call Duration	Queue 🌣	
Call			No Dat			

Figure 2.1.2.2 – Recording Started Message

Cal	SAWS				10/20/2023, 3:	33:26 PM 🏘 Amazon Connect [- Logout
ŵ	Caller Profile			Enter Caller	Phone Number: Q Search	Show Details: V
Ŧ	Caller status: N/A					On-going Outbound Call Guest
×.	Case#: N/A					+12094189084 Call Instant: Outbound
•	Phone Number: 12094189684					00.07:30 🛞 🎚 😋 🛑 🔿
Ľ	Customer Name: Unknown caller					Capture Code
ılı	Language: N/A					Telephonic Signature Recording Stopped.
	Call Reason: N/A					
	Primary: N/A					
	County: N/A					
	IVR Time: N/A					
	Authenticated: N/A					
	Contact History					
	All	Date and Time 🌣	Handled By \$	Call Duration	Queue 🌢	
	Calls					
	Chats		No Data			

Figure 2.1.2.3 – Recording Stopped Message

Cal	SAWS				10/20/2023, 3	23:14 PM 4> Amazon Connect E- Logout
â	Caller Profile			Enter Caller Pt	one Number	Shew Details V
	Caller status:					On going Outbound Call
<ul> <li>▲</li> <li>■</li> <li>♂</li> <li>↓</li> </ul>	Calme NA 120940044 Ustoom Lanter Ustoom Later NA Call Insourc NA					Gener - Carelense General Common C
	Primary: N/A County:					
	N/A IVR Time: N/A					
	Authenticated: N/A					
	Contact History					
	All	Date and Time 🌣	Handled By 0	Call Duration	Queue \$	
	Calls Chats		No Data			

Figure 2.1.2.4 – Recording Restarted Message

## 2.1.3 Description of Changes

- 1. Add a pop-up message to the eCCP when a telephonic signature is successfully captured.
  - a. Display the following message "Telephonic Signature successfully captured. Posting of the telephonic signature will not begin until call has ended."
- 2. Add messages below the Telephonic Signature block when pressing the buttons.
  - a. When the Start button is pressed, display the message
     "Telephonic Signature Recording started" below the Telephonic Signature block.
    - i. Display this message for 5 seconds.
  - b. When the Stop button is pressed, display the message "Telephonic Signature Recording stopped" below the Telephonic Signature block.
    - i. Display this message for 5 seconds.
  - c. When the Restart button is pressed, display the message "Telephonic Signature Recording re-started." below the Telephonic Signature block.
    - i. Display this message for 5 seconds.

## 2.1.4 Page Location

- Global: Admin tools
- Local: Office Admin
- Task: Call Control Panel

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## **3 APPENDIX**

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