



California Statewide Automated Welfare System

Design Document

CA-269863

eCCP Telephonic Signature Messaging

CalSAWS	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

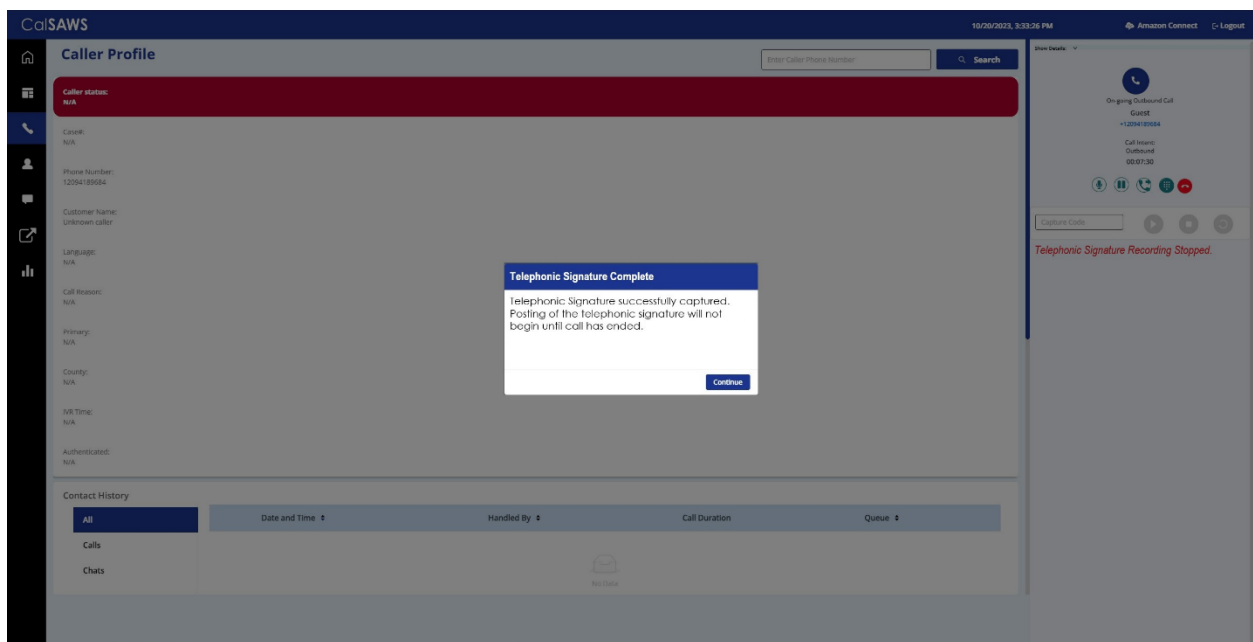


Figure 2.1.2.1 – Telephonic Signature Pop-Up Message

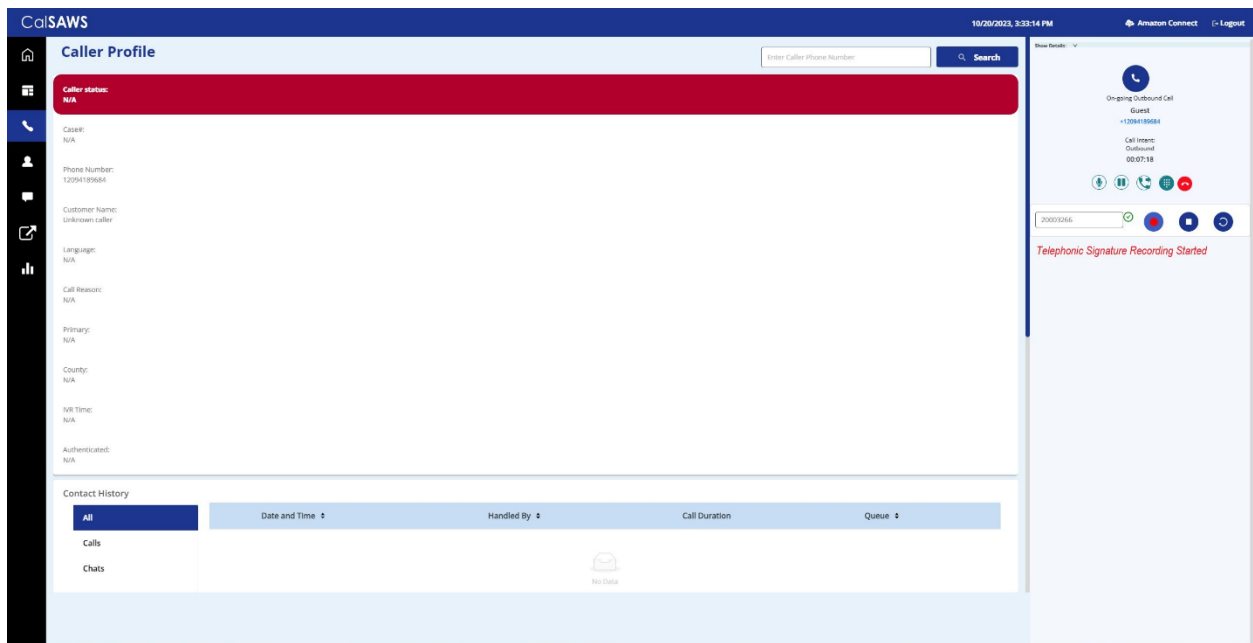


Figure 2.1.2.2 – Recording Started Message

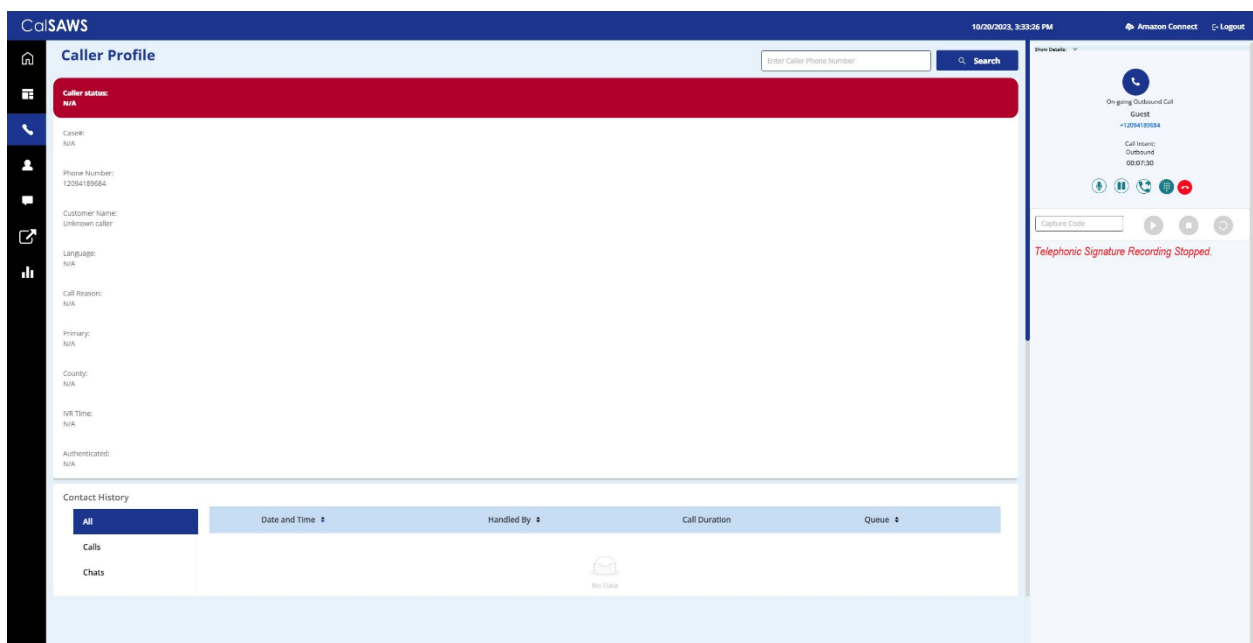


Figure 2.1.2.3 – Recording Stopped Message

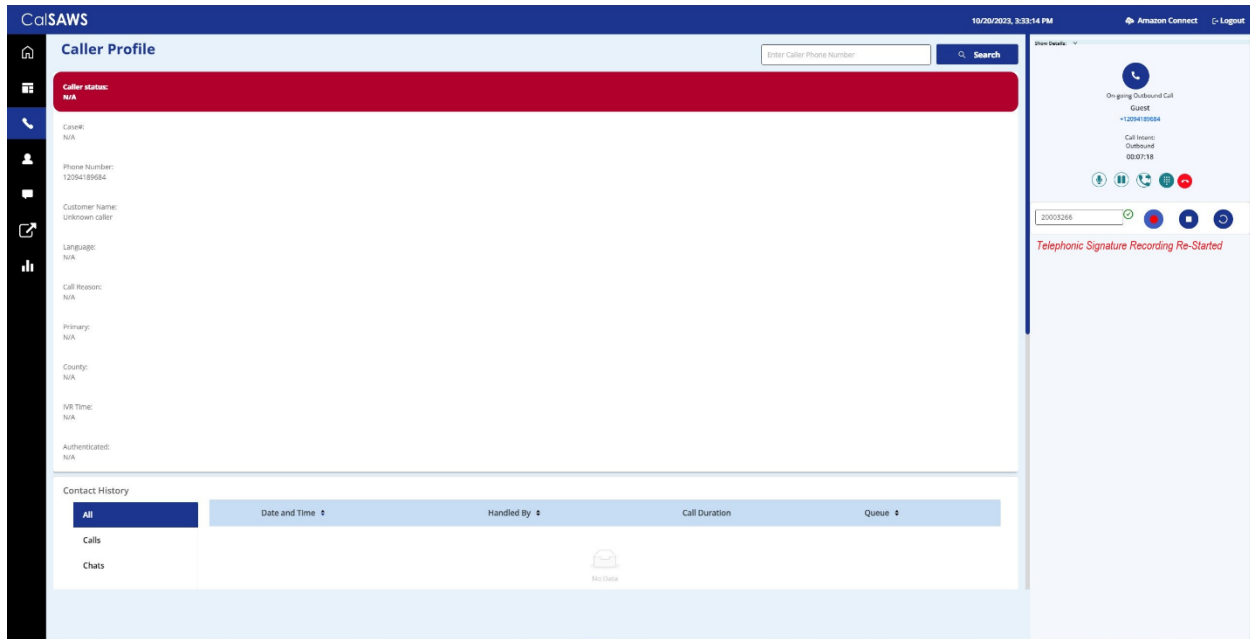


Figure 2.1.2.4 – Recording Restarted Message

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

3 APPENDIX
