


[CA-268504] [Add a dial pad on eCCP](#) Created: 09/28/2023 Updated: 10/20/2023

<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>	LA-CCModelOffice		
<b>Attachments:</b>	 CER.html		
<b>Region #:</b>	6		
<b>County:</b>	Los Angeles		
<b>Submitter's Name:</b>	Serna Rosa		
<b>Submitter's Email:</b>	<a href="mailto:RosaSerna@dpss.lacounty.gov">RosaSerna@dpss.lacounty.gov</a>		
<b>Submitter's Phone:</b>	5629088432		
<b>Programs Impacted:</b>	CalFresh, CalWORKs, GA - Managed, General Relief, Medi-Cal/MSP/CMSP		
<b>Request:</b>	<p>Requesting to add an onscreen/online dial pad to the eCCP to make an outbound call.</p> <p>Issue</p> <p>Currently, no dial pad is available on the eCCP forcing users to type the phone number when making an outbound call.</p>		
<b>Recommendation:</b>	Requesting to add an on screen/online dial pad to the eCCP to assist in making it easier for users with limited physical abilities.		