

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.01.05	5-Jan-24	SCR	CA-262365	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	Customers previously were able to authenticate into the CalSAWS inbound IVR call flow using voice authentication and touch-tone authentication by using the phone number and SSN or date of Birth.	Humboldt County: Customers now receive push notifications in the CalSAWS inbound IVR call flow. Customers can now authenticate using an authentication bot, voice authentication, and touch-tone authentication by using their phone number and SSN or date of Birth.	
24.01.05	5-Jan-24	SCR	CA-249268	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	Humboldt county did not have access to the eCCP	Humboldt county now has access to the eCCP and all the functionality that comes with it.	