

| Release # | Release Date | Item Type | Item Number | Functional Area | Programs Impacted | Original Behavior | New Behavior | Ticket Number |
|-----------|--------------|-----------|-------------|-----------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------|
| 24.03.12 | 12-Mar-24 | Defect | CA-275293 | Contact Center | | eCCP Admins would experience a blank screen when clicking on the Add New Agent or View/Edit Agent section of the Roll-on/off Update Agent screens within eCCP. | eCCP Admins are able to update/add agents via the Roll-on/off Update Agent screens. | PRB0048640 |