Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.03.28	28-Mar-24	SCR	CA-272875	BenefitsCal	N/A	There is no method that allows counties to select office routing for e-Applications received without an address on the Office Detail page.	The e-Application Routing - No Address Provided section on the Office Detail page allows counties to determine which offices the e-Applications received without an address should be routed to.	PRB0048248
24.03.28	28-Mar-24	SCR	CA-274847	Contact Center	N/A	Caller would only hear the max queue prompt resulting in the IVR releasing/ending the call	Callers will hear the custom max queue message submitted by the county, they then will be routed to the General Menu for self-service options	
24.03.28	28-Mar-24	SCR	CA-273507	Contact Center	N/A	Currently LA callers do not receive after hours message played after language selection during non-business hours.	LA callers will now receive the after hours message if they call the IVR after business hours.	
24.03.28	28-Mar-24	SCR	CA-275703	Fiscal	CalFresh	March 2024 CF benefits were issued as usual.	For the following Counties: El Dorado, Humboldt, Mendocino, Nevada, Placer, Plumas, Shasta, Sierra, Tehama, Trinity, Tuolumne, Yuba, March 2024 CalFresh benefits issued 03/01/2024 - 03/03/2024 in affected zip codes have been replaced at 60% of the original issuance amount.	
24.03.28	28-Mar-24	SCR	CA-275661	Online	N/A	County Staff listed in the SCR was not a C92 Staff with a Classification of Child Support Statewide for Kern County Only	Converted County Staff to C92 Staff with a Classification of Child Support Statewide for Kern County Only.	
24.03.28	28-Mar-24	SCR	CA-270732	Online	N/A	Sacramento County does not have the Classification Title "Human Svcs Spec Lv 2 Native American Culture" available for selection in the Classification Title field in Staff Detail.	The Classification Title "Human Svcs Spec Lv 2 Native American Culture" is now available for selection in the Classification Title field in Staff Detail.	
24.03.28	28-Mar-24	Defect	CA-269081	Contact Center		Cantonese prompt is asking for 2-digit year rather than 4-digit year.	Cantonese prompt has been updated with voice talent recording to reflect change from 2 digit to 4 digit year.	
24.03.28	28-Mar-24	Defect	CA-272701	Contact Center		Earlier if the user were getting timed-out in acw status and when they login back and try to place an outbound call , they were getting callingcustomer status and were not able to perform any operations.	With this fix the users will be able to place an outbound call on login even if they had timed-out in acw status	PRB0048215
24.03.28	28-Mar-24	Defect	CA-273636	Contact Center		If the agents timed-out in acw status , then the next call they receive on re-login , they try to transfer the call to some outbound number or queue , they then return back to the original call and try to place the caller on -hold and then retrieve back from hold they were experiencing issue retrieving caller back from hold	The users will now be able to retrieve caller back from hold on re-login	PRB0048392
24.03.28	28-Mar-24	Defect	CA-274278	Contact Center		Webchat is not currently accessible from BenefitsCal to New AWS Account eCCP	Webchat is now accessible from BenefitsCal to New AWS Account eCCP	
24.03.28	28-Mar-24	Defect	CA-272864	Contact Center		When eCCP agents were idle for over 20 minutes, their session expired and they were logged out automatically. Their agent call status was not synchronized with Amazon Connect. Upon logging back in, Amazon Connect and eCCP were out of sync, causing calls that come through to be unanswerable due to the eCCP UI being in the wrong status.	When eCCP agents are idle for over 20 minutes, their session expires and logs the users out automatically. Their agent call status is also synchronized with Amazon Connect. Upon logging back in, Amazon Connect and eCCP are in sync, allowing calls that come through to be answered.	PRB0048241
24.03.28	28-Mar-24	Defect	CA-272948	Reports		1) There is no data for records with a date of 01/03/2024 in the Historical Reception Log Dashboard. 2) The Historical Task Management Report is believed to be missing several received tasks for the month of December 2023. Last month when the report was run on 01/03/24 there were 2,535,567 tasks received for December 2023. On Friday 02/02/24 the report was run and there were only 1,967,045 tasks received for December 2023. There seems to be 568,522 received tasks that are missing for December 2023, this large number of missing tasks are suspected to be a system issue. Please review the dashboard for any calculation issues.	After re-ingesting all the required source tables and running E2E for Historical Reception Log and Historical Task Management Dashboards in lower environments, we were able to see the expected results. Therefore, no changes have been implemented for this defect.	PRB0048257
24.03.28	28-Mar-24	Defect	CA-274098	Reports		Report was dropping major categories in the month of January.	Earlier fix for the performance issues have been reverted as that was causing the data drop. New fix has been added post which the report runs in under 10 mins and we don't have any data drop.	PRB0048467
24.03.28	28-Mar-24	Defect	CA-270647	Reports		The "*Counts Include all active cases/persons irrespective of role types" note was showing at the bottom of the Active Persons dashboard.	The "*Counts Include all active cases/persons irrespective of role types" note is not showing at the bottom of the Active Persons dashboard.	
24.03.28	28-Mar-24	Defect	CA-275274	Voice Bots / RPA		Placer County's call flow was taking Appointment-related calls through authentication.	Placer County's call flow has been updated so that Appointment-related calls do not go through authentication.	
24.03.28	28-Mar-24	Defect	CA-273313	Voice Bots / RPA		Welcome Bot and Authentication Bot prompts are not clear or consistent throughout the bots. Additionally, customers often times get cutoff mid-speech when offering their information or answers to the Authentication and Welcome Bots.	Welcome and Authentication Bot prompts have been updated to be more clear and consistent across the flows to help customers navigate through the bots more efficiently. Welcome and Authentication Bot user input timeouts have been updated to allow more time for customers to provide their information. Note: Welcome Bot updates are only released to counties in which Welcome Bot is enabled.	
24.03.28	28-Mar-24	Defect	CA-275339	Voice Bots / RPA		Welcome Bot is not understanding e. b. t. card as a known utterance in the replacement card page.	Updated Welcome Bot to understand e. b. t. card as a known utterance in the replacement card page.	