

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

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|------------------------|---|
| Submission Date | 9/28/23 |
| Title | Remove wait time from IVR and replace with position in line |

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|---|---|-------------------------------|
| Region #: 1 | County Name: Santa Clara | |
| Submitter: Marjorie J. Raudez | Email: Marjorie.Raudez@ssa.sccgov.org | Phone: 408-755-7078 |

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|--|---|---------------------------------------|------------------------------------|
| Program(s) Impacted: | | | |
| <input type="checkbox"/> Adoptive Services | <input type="checkbox"/> ARC | <input type="checkbox"/> CalFresh | <input type="checkbox"/> Cal-Learn |
| <input type="checkbox"/> CalWORKS / RCA | <input type="checkbox"/> CAPI | <input type="checkbox"/> Child Care | <input type="checkbox"/> CMSP |
| <input type="checkbox"/> Foster Care | <input type="checkbox"/> GA/GR | <input type="checkbox"/> GAIN/REP/WTW | <input type="checkbox"/> GROW |
| <input type="checkbox"/> Kin-GAP | <input type="checkbox"/> Medi-Cal / RMA | <input type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> Other – IVR/Contact Center | | | |

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|--|---|--|--|
| Area(s) Impacted: | | | |
| <input checked="" type="checkbox"/> Call Center | <input type="checkbox"/> Case Assignment | <input type="checkbox"/> Central Print | <input type="checkbox"/> Client Correspondence |
| <input type="checkbox"/> Eligibility | <input type="checkbox"/> Fiscal / Collections | <input type="checkbox"/> Hearings | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Lobby Management | <input type="checkbox"/> Reports | <input type="checkbox"/> Resource Data Bank | <input type="checkbox"/> Schedule Appt |
| <input type="checkbox"/> Security | <input type="checkbox"/> Self Service Portal | <input type="checkbox"/> Special Investigation | <input type="checkbox"/> Task Mgmt |
| <input type="checkbox"/> Time Limits | <input type="checkbox"/> Training | | |
| <input type="checkbox"/> Interface(s) - specify | | | |
| <input type="checkbox"/> County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify | | | |

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Other – specify

Justification / Request Summary:

Issue: Customers calling into the IVR currently hear a wait time when calling into Santa Clara’s IVR system but the wait time is not accurate. This causes frustration in customers when system is stating a certain wait time but are waiting longer than expected.

Proposed Recommendation:

Santa Clara proposes to remove wait time verbiage from the IVR and replace the verbiage with customer’s position in line.

Priority/Implementation Consideration(s): Implement change as soon as possible.

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

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Rejected By:

Date:

Rejection Reason(s) or other Comments: