

CalSAWS Enhancement Request (CER)

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Submission Date: 12/04/2023	;	;
Title: Update to AWS Headset Options	;	;

Region#: 6	County: Los Angeles	;
Submitter: Ng Kelly	Phone: 5629088594	Email: KellyNg@dpss.lacounty.gov

Area(s) Impacted: <ul style="list-style-type: none">• Call Center		
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Program(s) Impacted: <ul style="list-style-type: none">• CalWORKS / RCA• CAPI• GA/GR• Medi-Cal / RMA• CalFresh• Cal-Learn• TNB• SNB		
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Justification/Request Summary

This request is to add the "COG wheel" setting link to the eCCP, allowing staff to reach the settings tab withing AWS. Once a worker has made audio changes to the eCCP, these changes should be saved locally to eliminate the need for staff to change the settings after each web-based session is closed / timed out.

Issue

The AWS eCCP is currently unable to change the setting for headset functions. This forces our staff to always have the headset on, to hear a new incoming call ringing, instead of allowing them to change the ringer to local hardware speakers. This feature was previously available in Los Angeles County CISCO environment and was enabled for use in the backup AWS CCP. However, staff are unable to make those same changes to the CalSAWs AWS eCCP.

Proposed Recommendation

CalSAWS eCCP should allow for the same options available in the Amazon CCP for switching audio functionality. Specifically, the ability to change the ringer, headset, and microphone settings on the local machine. This request is to add the "COG wheel" setting link to the eCCP, allowing staff to reach the settings tab withing AWS. Once a worker has made audio changes to the eCCP, these changes should be saved locally to eliminate the need for staff to change the settings after each web-based session is closed / timed out.

Assumptions:

ACL/ACIN/ACWDL Number(s):

Senate/Assembly Bill Number(s):

NOA(s) and Form(s):

Required for this change?;No

Are NOA(s)/Form(s) being revised?;No

NOA(s) and Form(s) Description::

Priority/Implementation Consideration(s):

HIGH. This function is essential for staff NOT to be forced to wear their headset all day long.

Approvals

Section Head Approval::Electronically Signed by Sepulveda Michelle

Approval Date::12/04/2023

Division Chief Approval::Electronically Signed by Sepulveda Michelle

Approval Date::12/04/2023

CalSAWS Response

CER Tracking #::

SCR #::

Rejected by::

Rejection Date::

Rejection Reason(s) or other Comments: