


[CA-271373] [CSC IVR Call Limits](#) Created: 12/05/2023 Updated: 01/18/2024

Status:	Committee Review		
Project:	CalSAWS		
Component/s:	None		
Fix Version/s:	None		
Type:	CER		
Reporter:	Frederick Gains	Assignee:	Yogesh Patel
Labels:	LA-CCModelOffice		
Attachments:	 CER.html		
Region #:	6		
County:	Los Angeles		
Submitter's Name:	Ng Kelly		
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Programs Impacted:	CalFresh, CalWORKs, CAPI, GA - Managed, General Relief, GROW, Homeless Perm, Medi-Cal/MSP/CMS, Welfare-to-Work/Gain		
Request:	<p>Requesting for the ability to set a wholistic queue limit to the entire call flow. The idea of this change would be to set a CloudWatch metric, counting the number of all callers in queue, and utilizing that number via prevent new callers from coming in, if that number was breached. Similar to specific queue limit breaching, but instead of queue by queue, this would apply to the entire operation.</p> <p>Callers contacting the LA County DPSS CSC Call flow, are unaware if the queue they are attempting to connect to has reached the queue limit. This causes our clients, to navigate thru many menus and spend time in the IVR, only to be unable to connect to the queue they would like to reach. Additionally, LA County DPSS currently has over 100 queues, which have to be manually balanced and reported on when attempting to set the proper queue limit. This process is very cumbersome and may lead to some queues being set to an improper queue limit.</p>		
Recommendation:	LA County would like to set a wholistic queue limit to the entire call flow. The idea of this change would be to set a CloudWatch metric, counting the number of all callers in queue, and utilizing that number via prevent new callers from coming in, if that number was breached. Similar to specific queue limit breaching, but instead of queue by queue, this would apply to the entire operation. For example, if the entire sum of callers in queue, is over 3000 callers, the CloudWatch metric would report to the call flow and		

	<p>send new callers to a “High Call Volume Call Flow” where clients can only connect to self-service. When the call volume is below the 3000 limits, callers can connect to the normal call flow. The wholistic limit should be configurable by the business admin team and may need to change from day to day. Reporting should also allow us to track the number of people who are sent to “CSC High call volume”, versus callers’ normal inbound calls. The AWS eCCP admin page should have this number available to be set and saved on the system, as it will change from day to day, based on various call center staffing and business needs.</p>
<p>Priority/ Implementation Consideration(s):</p>	<p>HIGH. The wholistic limit should be configurable by the business admin team and may need to change from day to day. Reporting should also allow us to track the number of people who are sent to “CSC High call volume”, versus callers’ normal inbound calls.</p>
<p>Area(s) Impacted:</p>	<p>Call Center</p>
<p>Committee:</p>	<p>IVR & Contact Center</p>