




**[CA-260329] [Telephonic Signature - Add Outbound Call Option on Electronic Signature Page](#)** Created: 04/19/2023 Updated: 01/04/2024

<b>Status:</b>	New		
<b>Project:</b>	<a href="#">CalSAWS</a>		
<b>Fix Version/s:</b>	<a href="#">TBD</a>		
<b>Type:</b>	SCR		
<b>Reporter:</b>	<a href="#">Logan Pratt</a>	<b>Assignee:</b>	Unassigned
<b>Labels:</b>	None		
<b>SCRB:</b>	Select a value		
<b>Designer Contact:</b>	 Gerald Limbrick		
<b>Policy/Design Consortium Contact:</b>	 Darcy Alexander		
<b>Tech/Ops Consortium Contact:</b>	 Jared Kuester		
<b>Minor Version:</b>	24.xx.xx		
<b>Team Responsible:</b>	Contact Center		
<b>Requested By:</b>	Merced		
<b>Project Phase (SCR):</b>	Production		
<b>Change Type (SCR):</b>	Enhancement		
<b>Regulation Reference:</b>	ACL 22-20		
<b>Impact Analysis:</b>	Customer Impact		
<b>Training Impacted:</b>	Job Aid		
<b>Funding Source:</b>	CalSAWS M&E		
<b>Current Design:</b>	Telephonic Signatures can be completed by non-eCCP by entering in a phone number into the electronic Signature details page. The Telephonic signature solution calls the number, and the signature is captured by the user following the prompts.		
<b>Request:</b>	Some Counties do not have direct dial numbers for staff or phone systems that allow for direct dial without entering phone extensions. Currently AWS Connect does not allow for the entering in for phone extensions to allow the system to function.		

<b>Recommendation:</b>	<p>Update the electronic Signature page in CalSAWS to:</p> <p>1) provide a phone number for the Agent to call to complete the Telephonic Signature process (Capture code would be required to complete the signature)</p> <p>2) add Capture Option drop down option to indicate how the telephonic signature is captured:</p> <p>Outbound Call - when selected the phone number displays and capture code is generated (call button is not displayed)</p> <p>eCCP - Capture code is displayed with copy button (call button is not displayed)</p> <p>Inbound Call - Capture code is not displayed, Field to enter phone number is available, Call button is displayed.</p> <p>Create an updated IVR call-in functionality to allow for customers to call in enter capture code and county code to be able to record their telephonic/electronic signature.</p>
<b>Expedite Changes:</b>	No
<b>SPG Status:</b>	Select a value
<b>Committee:</b>	Other
<b>Consortium Management Review:</b>	No
<b>Programs Impacted:</b>	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP
<b>Release Note Required:</b>	Yes
<b>Release Note - Previous Design/Problem:</b>	Electronic Signature Detail page enabled telephonic signatures to be captured by entering a phone number for the system to call to initiate telephonic signature
<b>Release Note - Now:</b>	Electronic Signature Detail page allows for outbound call to be made to initiate telephonic signature. User has to select capture option.