



[CA-272600] [CER CA-268492 - Enhance eCCP Timer to include Minutes and Seconds](#) Created: 01/09/2024 Updated: 01/09/2024

Status:	New		
Project:	CalSAWS		
Fix Version/s:	TBD		
Type:	SCR		
Reporter:	Darcy Alexander	Assignee:	Unassigned
Labels:	None		
SCRB:	Select a value		
Designer Contact:	 Jared Kuester		
Tech/Ops Consortium Contact:	 Darcy Alexander		
Team Responsible:	Contact Center		
Requested By:	Los Angeles		
Project Phase (SCR):	Production		
Change Type (SCR):	Enhancement		
Training Impacted:	N/A		
Current Design:	Currently, the system only displays the timer in minutes.		
Request:	To enhance the eCCP Timer to include minutes and seconds for all status		
Recommendation:	Requesting to enhance the eCCP timer to include minutes and seconds when the user is on a Not Ready status, Ready status, talking, or in Aftercall work/Wrap-up time.		
Expedite Changes:	No		
SPG Status:	Select a value		
Committee:	IVR & Contact Center		