





**[CA-272764] [Update to Text Help Line IVR, and Outbound Campaign caller ID](#)**

Created: 01/11/2024 Updated: 01/11/2024

<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="#">Jared Kuester</a>	<b>Assignee:</b>	Unassigned
<b>Labels:</b>	None		
<b>Attachments:</b>	 CA County Zip Code list.xlsx  CA-272764 - Text and Outbound Help Line.vsdx		
<b>SCRB:</b>	Select a value		
<b>Designer Contact:</b>	 Jared Kuester		
<b>Policy/Design Consortium Contact:</b>	 Darcy Alexander		
<b>Minor Version:</b>	24.XX.XX		
<b>Team Responsible:</b>	Contact Center		
<b>Requested By:</b>	Accenture		
<b>Project Phase (SCR):</b>	Production		
<b>Change Type (SCR):</b>	Enhancement		
<b>Impact Analysis:</b>	Public Facing		
<b>Training Impacted:</b>	N/A		
<b>Funding Source:</b>	CalSAWS M&O		
<b>Funding Source Justification:</b>	This change will be handled under the Contact Center team's M&O hours, as this is a change in design to SCR <a href="#">CA-239498</a> .		
<b>Other Agency Cross Reference:</b>	N/A		
<b>Current Design:</b>	The Text Help Line Amazon Connect instance exists in the AWS Account contactcenter-production, and the caller ID for outbound campaigns is 844-741-0373.		
<b>Request:</b>	Migrate the Text Help line IVR to the Amazon Connect instance "outbound-prod" that is hosted in the contactcenter-outbound AWS Account.  Port the phone number 844-859-2100 from the existing Text Help line		

	<p>Amazon Connect instance to the outbound-prod Amazon Connect instance.</p> <p>Update the Caller ID for Outbound Campaigns from 844-741-0373 to 844-859-2100.</p>
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1) Migrate the Text Help Line IVR to the contactcenter-outbound account <ol style="list-style-type: none"> <li>a) Copy the contact flows for the Text Help line to the outbound-prod amazon connect instance</li> <li>b) Port the phone number 844-859-2100 to the new instance.</li> </ol> </li> <li>2) Update the Text Help Line IVR <ol style="list-style-type: none"> <li>a) See the attached call flow for details</li> </ol> </li> <li>3) Update Outbound Campaign caller ID <ol style="list-style-type: none"> <li>a) Change the caller ID used in the API request from 844-741-0373 to 844-859-2100</li> </ol> </li> <li>4) Brand 844-859-2100 to BenefitsCal</li> </ol>