

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	March 11, 2024
To:	ppoc.SanBernardino, ppoc.Monterey, ppoc.Riverside, ppoc.Kings, ppoc.Kern, ppoc.Marin, ppoc.Humboldt, ppoc.Butte, ppoc.Yuba, ppoc.Sutter, ppoc.SanJoaquin, ppoc.Shasta, ppoc.Stanislaus, Contactcenter.mgmt.SanBernardino, Contactcenter.mgmt.Monterey, Contactcenter.mgmt.Riverside, Contactcenter.mgmt.Kings, Contactcenter.mgmt.Kern, Contactcenter.mgmt.Marin, Contactcenter.mgmt.Humboldt, Contactcenter.mgmt.Butte, Contactcenter.mgmt.Yuba, Contactcenter.mgmt.Sutter, Contactcenter.mgmt.SanJoaquin, Contactcenter.mgmt.Shasta, Contactcenter.mgmt.Stanislaus
CIT Name:	CalSAWS Contact Center – Legacy Custom CCP Proxy Decommissioning
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input checked="" type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input checked="" type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description:	<p>Purpose The purpose of this CIT is to inform CalSAWS Counties that the legacy Custom CCP proxy is being decommissioned (ccproxy.calsaws.net).</p> <p>Background Some CalSAWS Contact Center counties were provided access to a Custom CCP proxy URL prior to eCCP (Enhanced Call Control Panel) migration. The proxy was setup to allow the counties to access public http endpoints needed for Custom CCP through the CalSAWS network.</p> <p>The proxy will be decommissioned starting 3/21/2024 and counties will no longer be able to access the legacy Custom CCP Proxy URL. The decommission of the proxy</p>
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	<p>does not impact CalSAWS eCCP users as all counties have already transitioned to the CalSAWS eCCP. It also does not impact Default CCP.</p> <p>Additional Information When user tries to access the URL after Decommissioning date, they will get an error on the page saying the service is unreachable and/or cannot be resolved.</p> <p>County Action N/A</p>
Primary Project Contact:	<p>Yogesh Patel PatelY@CalSAWS.org</p>
Backup Project Contact:	<p>Mike Tombakian TombakianM@CalSAWS.org</p>
Attachments:	N/A
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.