

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.04.11	11-Apr-24	SCR	CA-273507	Contact Center	N/A	Currently LA callers do not receive after hours message played after language selection during non-business hours.	LA callers will now receive the after hours message if they call the IVR after business hours.	
24.04.11	11-Apr-24	SCR	CA-270293	Eligibility	CalFresh	CA-265623 updated CalFresh ED&C logic to not exempt 'Child Support - Direct' income when the person with income is active on CalWORKs program with aid code 'K1' or '3F'.	A one-time batch ED&C will be run on cases where 'Child Support - Direct' income was not included in the CalFresh ED&C accurately for the future month. A list will be provided to counties to review and re-run ED&C for prior months.	
24.04.11	11-Apr-24	SCR	CA-266973	Online	N/A	E-mail is currently not generated and sent to a worker's inbox when an appointment is scheduled for a client in Santa Clara county.	Turn on functionality so e-mails are sent to a worker when an appointment is scheduled for a client in Santa Clara county.	
24.04.11	11-Apr-24	SCR	CA-262294	Voice Bots / RPA	CalFresh	Alameda county does not have a self service option to replace an EBT card	Customers calling into Alameda county can now request an EBT replacement through the IVR	
24.04.11	11-Apr-24	SCR	CA-262290	Voice Bots / RPA	CalFresh	Fresno county does not have a self service option to replace an EBT card	Customers calling into Fresno county can now request an EBT replacement through the IVR	
24.04.11	11-Apr-24	SCR	CA-262338	Voice Bots / RPA	CalFresh	San Francisco county does not have a self service option to replace an EBT card	Customers calling into San Francisco county can now request an EBT replacement through the IVR	
24.04.11	11-Apr-24	SCR	CA-262291	Voice Bots / RPA	CalFresh	Sonoma county does not have a self service option to replace an EBT card	Customers calling into Sonoma county can now request an EBT replacement through the IVR	
24.04.11	11-Apr-24	Defect	CA-276115	Contact Center		Earlier behavior was that when the user timed-out in some not ready - <> status then they were set to not-ready status just before the timeout , as a result the realtime metrics did not show up	With this change only the connect core connection will be terminated but the status will not change on timeout and the same will reflect in realtime metrics	
24.04.11	11-Apr-24	Defect	CA-271402	Contact Center		Earlier users used to see intermittent red error alert messages while traversing through different pages in eccp	With this fix users will now not see the red alert message on api response failures	PRB0048601
24.04.11	11-Apr-24	Defect	CA-274565	Contact Center		Once the queue limits is reset from UI, the Amazon Connect will show unlimited to the agent	Once the queue limits is reset from UI, the Amazon Connect will show unlimited to the agent	PRB0048534
24.04.11	11-Apr-24	Defect	CA-269568	Contact Center		The eCCP Customer Detail panel showed the Program Queue name in the Call Reason field.	The eCCP Customer Detail panel shows the Exit Text in the Call Reason field.	
24.04.11	11-Apr-24	Defect	CA-268043	Contact Center		The recording for Rights and Responsibilities within ECCP that plays back to client for CF is incorrect. It is not stating anything about gambling.	I am attaching the R & R's that were approved and do state gambling.	PRB0047332
24.04.11	11-Apr-24	Defect	CA-271487	Contact Center		When a caller selects a different callback phone number(not the same number as they are calling from) for courtesy callback purposes, when the system places a callback to the customer and connects them to an agent, the system failed to send such customers to post call survey after the agent disconnects the call.	When a caller selects a different callback phone number(not the same number as they are calling from) for courtesy callback purposes, when the system places a callback to the customer and connects them to an agent, after the code fix, the system will now send such customers to post call survey after the agent disconnects the call.	PRB0048609

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24.04.11	11-Apr-24	Defect	CA-273988	Reports	Foster Care	Line 3 and Line 6 items are blank for some cases, there are other missing information as well for columns Placement Type and Rate Structure. Cell 36 should be greater than cell 35 validation is failing.	1. Line 3 blank items are now being populated as we are now pulling only active cases. 2. Justifications have been provided for Line 6, Placement type and Rate Structure items. Line 6 item will be blank if there are no transactions within the report month, if there is no budget information or there is no ED8C details. Cell 36 should be greater than Cell 35 validation is failing because of multiple cancellations made which is lowering the total sum. Placement type and Rate Structure are missing because the source data itself does not have the data.	PRB0048453
24.04.11	11-Apr-24	Defect	CA-272968	Reports		Part F Report was coming as blank and data was not reflecting in the STAT 47 report for January.	Part F is getting generated in October as expected and the corresponding data can be found in the STAT 47 January report. These changes will be reflected in future generated reports.	
24.04.11	11-Apr-24	Defect	CA-273329	Voice Bots / RPA		Authentication Bot prompts are not clear or consistent throughout the bots. Additionally, customers often times get cutoff mid-speech when offering their information or answers to the Authentication Bots.	Authentication Bot prompts have been updated to be more clear and consistent across the flows to help customers navigate through the bots more efficiently. Authentication Bot user input timeouts have been updated to allow more time for customers to provide their information.	
24.04.11	11-Apr-24	Defect	CA-270644	Voice Bots / RPA		Welcome bot routing for REBT was transferring calls to the general queue instead of the EBT Card Menu.	Welcome bot routing for REBT is now transferring calls to the EBT Card Menu.	
24.04.11	11-Apr-24	Defect	CA-270643	Voice Bots / RPA		Welcome bot routing for REBT was transferring calls to the general queue instead of the EBT Card Menu.	Welcome bot routing for REBT is now transferring calls to the EBT Card Menu.	
24.04.11	11-Apr-24	Defect	CA-270584	Voice Bots / RPA		Welcome bot routing for REBT was transferring calls to the general queue instead of the EBT Card Menu.	Welcome bot routing for REBT is now transferring calls to the EBT Card Menu.	