

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.05.09	9-May-24	SCR	CA-274110	Contact Center	N/A	Audio was not sent to CalSAWS through the eCCP until it was processed and trimmed to include only the signature portion of the call.	Now untrimmed call recordings to CalSAWS are marked as "Received" immediately after the call, and the Electronic Signature Detail page will allow the review and/or download of the untrimmed call audio.	
24.05.09	9-May-24	SCR	CA-274845	Contact Center	N/A	Placer County does not support Web Chat through BenefitsCal in their Contact Center.	Placer County now support Web Chat through BenefitsCal in their Contact Center.	
24.05.09	9-May-24	SCR	CA-271252	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	Previously customers were given 3 attempts to authenticate using the touch-tone authentication in the Inbound Customer IVR.	Customers now will be given one opportunity to authenticate using the touch-tone authentication in the Inbound Customer IVR.	
24.05.09	9-May-24	SCR	CA-270778	Contact Center	N/A	Telephonic Signatures included a transcription in the Signature History.	The transcription service has been disabled for all Telephonic Signatures, and will now just display the text "Transcription Disabled".	
24.05.09	9-May-24	SCR	CA-276071	Fiscal	N/A	List of warrants are showing as cancelled and not being picked up by the paid warrant job.	List of warrants are now showing as paid and will be picked up by paid warrant job.	
24.05.09	9-May-24	SCR	CA-277386	Online	N/A	The View Only and Child Support View Only allowed access to the Barcoded Document Detail page which is a page only available in Edit mode.	Users no longer have access to the Barcoded Document Detail page through the View Only or Child Support view Only System Maintained Roles.	
24.05.09	9-May-24	SCR	CA-262280	Voice Bots / RPA	CalFresh	Humboldt county does not have a self service option to replace an EBT card	Customers calling into Humboldt county can now request an EBT replacement through the IVR	
24.05.09	9-May-24	SCR	CA-262275	Voice Bots / RPA	CalFresh	Marin county does not have a self service option to replace an EBT card	Customers calling into Marin county can now request an EBT replacement through the IVR	
24.05.09	9-May-24	SCR	CA-262337	Voice Bots / RPA	CalFresh	Sacramento county does not have a self service option to replace an EBT card	Customers calling into Sacramento county can now request an EBT replacement through the IVR	
24.05.09	9-May-24	SCR	CA-262339	Voice Bots / RPA	CalFresh	San Luis Obispo county does not have a self service option to replace an EBT card	Customers calling into San Luis Obispo county can now request an EBT replacement through the IVR	
24.05.09	9-May-24	Defect	CA-277450	Contact Center		AWS api was seemingly updated to not allow for the update of the email field in the backend which would cause the endpoint to fail when it hit that point.	Removed the email field from aws api	PR80049064

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.05.09	9-May-24	Defect	CA-277034	Contact Center		Call Center Workers would be logged out while on an active call. When refresh token endpoint would fail, the agent would be immediately logged out.	Call Center Workers will remain logged into eCCP while on an active call. When refresh token endpoint fails it will now wait till agent is off a call to log them out, or if they aren't on a call they will be logged out within 3 seconds.	PRB0048973
24.05.09	9-May-24	Defect	CA-276092	Contact Center		Call History and Missed Contact History in Agent Profile Tab did not always reflect missed call statistics accurately.	Call History and Missed Contact History in Agent Profile Tab now reflects missed call statistics accurately.	PRB0048801
24.05.09	9-May-24	Defect	CA-277189	Contact Center		Successful Tsign initiated by Calsaws with R&R Indicator ON, English call had Task created for worker.	Successful Tsign initiated by Calsaws with R&R Indicator ON, English call will NOT have Task generated for worker.	PRB0049003
24.05.09	9-May-24	Defect	CA-273868	Contact Center		The caller will not be disconnected and he will be able to hear the program menu option even in SP lang call flow this is just a call flow update	The caller will not be disconnected and he will be able to hear the program menu option even in SP lang call flow this is just a call flow update	
24.05.09	9-May-24	Defect	CA-276699	Contact Center		When a Call Center Worker is Logged into eCCP and in a Ready State, worker would receive the idle pop-up after 20 minutes.  Issue was caused by when a user is in ACW and the timing was set to a number of seconds, when it rolled over and the user was placed back into Ready, the function that would	When a Call Center Worker is Logged into eCCP and in a Ready State, worker will not be timed out, or receive the idle pop-up after 20 minutes.  Function should not properly run even in the event of ACW roll over.	PRB0048897
24.05.09	9-May-24	Defect	CA-277391	Contact Center		When a Contact Center Worker is relogs into eCCP after being timed out within the same browser instance, they would sometimes not be able to answer an incoming call. A pending Busy status was unexpectedly showing up on agent's UI. Eccp wasn't designed to handle this case.	When a Contact Center Worker logs into eCCP after being timed out in the same browser instance they are now able to answer incoming calls. Added some constants to a conditional and an onPending event handler to be able to handle the pendingBusy status	PRB0049053
24.05.09	9-May-24	Defect	CA-276544	Contact Center		When attempting to transfer a call through eCCP the transfers would not always be successful during times of high resource utilization. Api call when bringing up quick connects when an agent was trying to transfer a call was erroneously in the render function of the component which caused it be called way more than needed which led to agent experiencing api throttling issues over time.	When attempting to transfer a call through eCCP the transfers will now be successful. Moved api call to a place where it would only be called once.	
24.05.09	9-May-24	Defect	CA-275684	Contact Center		logging statements used to debug lambda in case of errors and investigation was required. Environment name was being printed to console	Removed logging statement for environment entirely	
24.05.09	9-May-24	Defect	CA-276796	Reports		Expedited Service benefits issued was miscalculating Sunday as a separate day and including one extra day when the EDBC run date or action date was a Sunday.	Code change was made to exclude Sunday or count Saturday and Sunday as 1 single day. The report is correctly reporting the elapsed days after the fix.	PRB0048928
24.05.09	9-May-24	Defect	CA-276883	Reports		The below reports were failing in prod: Benefit Recovery Management Report, Claim Grand Totals Detail Report, WTW/REP Activity Report	All three reports are now running as expected: Benefit Recovery Management Report, Claim Grand Totals Detail Report, WTW/REP Activity Report	
24.05.09	9-May-24	Defect	CA-275451	Reports		here is ticket#INC0128895 from San Bernardino where it states the 'Total' of 'Recoveries of Aid' sheet doesn't match the actual sum. Ex for 02/2024 month aid code 30, it shows: (\$223,035.92) in cell M9, but the actual sum from row 12 thru the end is (\$222,959.92), a (\$76) difference; Same issue for cell P9 (other cell in row 9 could potentially have the same issue).	The reconciliation issue was resolved by adding ID column in visualization app to consider identical records but from different claims,	PRB0048672