

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.05.23	23-May-24	SCR	CA-277536	Client Correspondence	CalWORKs	Notice 'M44-353' (Notice of Overpayment Discharge) will include the NA Back 9 and state hearing.	Notice 'M44-353' (Notice of Overpayment Discharge) will exclude the NA Back 9 and state hearing.	
24.05.23	23-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.	
24.05.23	23-May-24	SCR	CA-275912	Contact Center	N/A	San Bernardino was unable to report on callers maneuvering the IVR for select call flows	San Bernardino county can generate a report that shows the total sum of callers that were routed to specifical call flows of their IVR	
24.05.23	23-May-24	SCR	CA-273281	Conversion	CalWORKs	Aid Code was not populated on the Cash Aid Time Limit Month Detail page in CalSAWS for CalWORKs time limit month records migrated from CalWIN.	Populate each CalWORKs time clock month on the Cash Aid Time Limit Month Detail page in CalSAWS with the appropriate aid code for all months of the CalWORKs time clock for all active and closed cases If all aid codes that were converted to CalSAWS for CalWORKs issuances made in CalWIN have been validated., ,Convert all CalWORKs aid codes from the Display Individual Eligibility Summary page in wrap-up in CalWIN for each month of a CalWORKs time clock count into CalSAWS for all CalWORKs cases, active and closed if the aid codes that were converted to CalSAWS for CalWORKs issuances made in CalWIN have not been validated.	
24.05.23	23-May-24	SCR	CA-275382	Voice Bots / RPA	N/A	Currently, the welcome bot classifies all questions related to EBT and BIC cards as replacement card requests, with the welcome codes REBT, RBIC, REPL.	The Welcome bot functionality has been updated so that replacement card requests and general EBT and BIC card related questions are classified and routed separately, with the welcome codes REBT, QEBT, RBIC, QBIC and CARD.	
24.05.23	23-May-24	SCR	CA-276978	Voice Bots / RPA	N/A	English and Spanish customers were previously able to choose options from the General Menu with their touch-tone keypad to help them identify their reason for calling and get transferred.	English and Spanish Customers can now interact with a Welcome Bot to identify their reason for calling using their voice. Welcome Bot also transfer customers appropriately based on the intent identified.	
24.05.23	23-May-24	Defect	CA-278058	Analytics	N/A	1099 Reconciliation Report was not generate for 05/12/2024.	1099 Reconciliation Report address column length was increased and will be rerun for Report Date 05/12/2024 and available on 05/24/2024.	
24.05.23	23-May-24	Defect	CA-277058	Contact Center		Agent would experience an endless spinner when trying to log out, or idle timer logged out	Agent's should now be successfully logged out.	
24.05.23	23-May-24	Defect	CA-267499	Contact Center		Data is not available	Data has been added	
24.05.23	23-May-24	Defect	CA-277158	Contact Center		Earlier as soon as the agent status duration exceeds 59 mins . The eccp status duration showed 1h although connect used to show the entire time i.e hours as well as minutes.	With this change as soon as the agent status duration exceeds 59 mins . The eccp status duration will show 1h x mins and it will be in sync with connect.	

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24.05.23	23-May-24	Defect	CA-275962	Contact Center		Earlier db connection was getting closed before the results were successfully retrieved	Now db connection is getting closed after the results were successfully retrieved and also added extra logging to the lambda	PRB0048777
24.05.23	23-May-24	Defect	CA-276086	Contact Center		Earlier if the agent used to reject a CCB then the contact id type was getting set to error which was leading to contactpanel view to not getting set properly as a result the answer and hung up button were not visible for the next calls	With this code fix if the agent rejects a CCB then also the contact panel will be still visible with the answer and reject buttons for the next call	PRB0048800
24.05.23	23-May-24	Defect	CA-277535	Contact Center		Multiple instances existed resulting in inaccurate data when only 1 is selected.	All instances of each agent must be selected as part of your parameter. If you select all of the agents as part of your parameter, you won't see duplicate agents in the report.	PRB0049073
24.05.23	23-May-24	Defect	CA-276556	Contact Center		One scenario we've been able to recreate this issue was when a CCB was rejected. This would be the agent in Default status. And contact would not be cleared which led to errors for subsequent calls.	When rejecting, or missing a CCB user will now end up in the Not Ready status with the contact being clear which will let agent continue with other calls	PRB0048872
24.05.23	23-May-24	Defect	CA-276849	Contact Center		Previously the user was not getting logged out on a timeout if there was some uncaught error occurring in the application.	With this change the timeout modal will pop-up even if there was some uncaught error in the application.	PRB0048936
24.05.23	23-May-24	Defect	CA-277070	Contact Center		V17 and R21 Reports in term of how numbers are derived.	A feature is introduced in R21 which involves pegging events in a contact, to specific time intervals within the contact. This ensures that metrics such as handled and abandoned counts are attributed to the interval in which the call concludes. Additionally, other metrics like "offered" are pegged when the call enters the queuing phase. This pegging methodology ensures consistency in metrics used for service level calculations and prevents discrepancies where different parts of a calculation fall into different intervals.	PRB0048980
24.05.23	23-May-24	Defect	CA-276808	Contact Center		When Calfresh Program is NOT active, we heard the Push Notification saying Calfresh program being Active.	When Calfresh Program is NOT active, we will NOT hear the Push Notification about calfresh program	PRB0048931
24.05.23	23-May-24	Defect	CA-275719	Reports	N/A	There was a reconciliation issue mentioned in the defect.	The issue mentioned in the defect was not reproducible in lower environment. Jing Qi confirmed that the report ran fine in STG-2 for Dec-2023, Jan- 2024 and Feb 2024 without any issues. Now, the same scenario would be tested in PROD. As discussed with on-shore, Moving the defect to ST.	PRB0048730