

 **[CA-208523] WTW Text Messages**

Issue Type:	SCR	Team Responsible:	Batch/Interfaces	Assignee:	Unassigned
Fix Version/s:	[TBD]	Designer Contact:		Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	
Reporter:	Lien Phan	Regulation Reference:		Created:	05/20/2019 01:29 PM
Status:	New	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	Production	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:**Request:**

1) The WTW program does not currently have access to utilize the C-IV text message functionality. C-IV text message functionality provides important information on forms that are sent, received, processed, incomplete or completed, when verifications are requested and if there is an upcoming event, but it is only available for the CW, CF & MC programs. 2) There is not a verification request form for WTW.

Recommendation:

1) Add C-IV Proactive Texts when the following forms are sent: NA 840, ADM 102, ADM 107, WTW 46 and WTW 43. 2) Create new verification request form for WTW and send automated text notification when form is sent. 3) Add Proactive Text when there is an upcoming WTW activity scheduled in C-IV. 4) Add functionality for C-IV users to send custom text messages to customers.

Outreach**Description:****Operational Impact:**