

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-252858

Real Time Agent Status Change and Live Call
Monitoring in the eCCP

CalSAWS	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

This enhancement will enable the ability to change an Agent's Status and Live Monitor ongoing calls directly from the eCCP. Currently the Supervisor View panel allows Supervisors to see the status of an agent, but no change can be made to their status, and live monitoring is not available.

1.1 Current Design

The Supervisor View in the eCCP does not update an Agent's status, and the Live Monitoring button does not function either even though the user interface elements are currently present.

1.2 Requests

Enable the ability to change an Agent's status and enable the Live Monitoring button from the Supervisor panel in the eCCP.

1.3 Overview of Recommendations

1. Update Supervisor View in eCCP
 - a. Update the Agent Status dropdown to invoke an API lambda.
 - b. Update the Live Monitoring button to invoke an API lambda.
 - c. Remove the "Change Agent Status and Call Monitoring" button.

1.4 Assumptions

1. Live monitoring a call does not include screen monitoring.
2. Only end users with the CCPSupervisor Security have access to the Supervisor View.

2 RECOMMENDATIONS

This section outlines the recommendations to update the Supervisors View to allow for live call monitoring and the ability to change an agent's status.

2.1 Supervisor View in eCCP

2.1.1 Overview

The Supervisor View allows end users with access to it see what their status is and if they are on a call. This change will allow those supervisors to change an agent's status and listen in on that call live.

2.1.2 Supervisor View Mockup

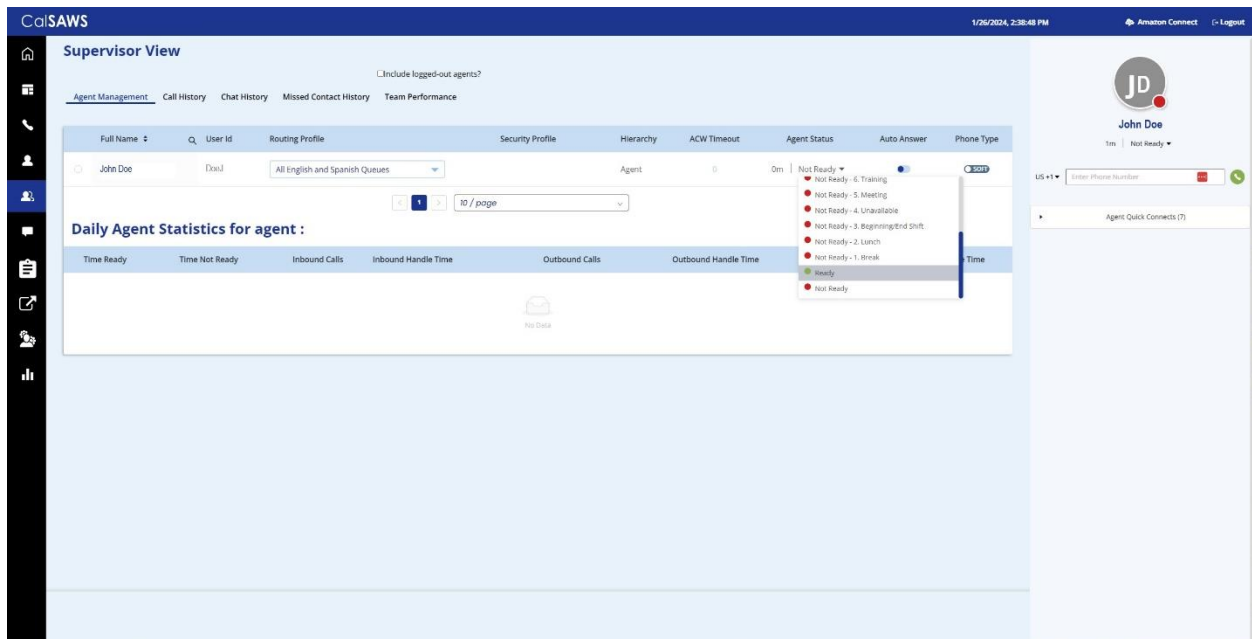


Figure 2.1.1 – Supervisor View Change Status

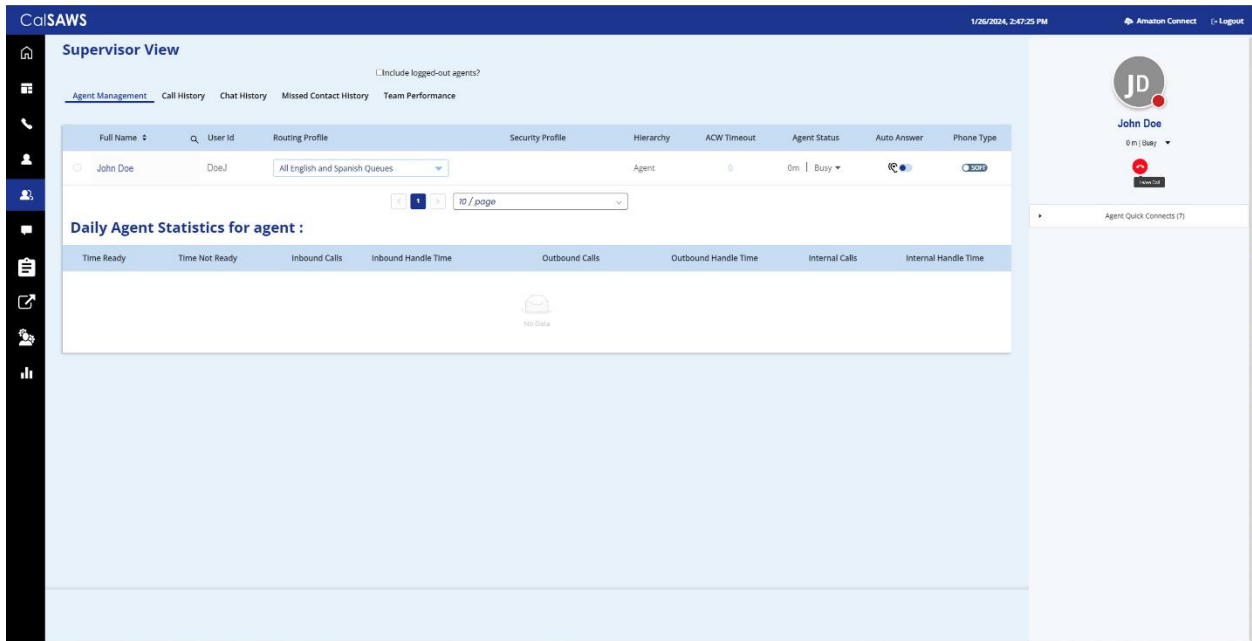


Figure 2.1.2 – Supervisor View Live Monitoring

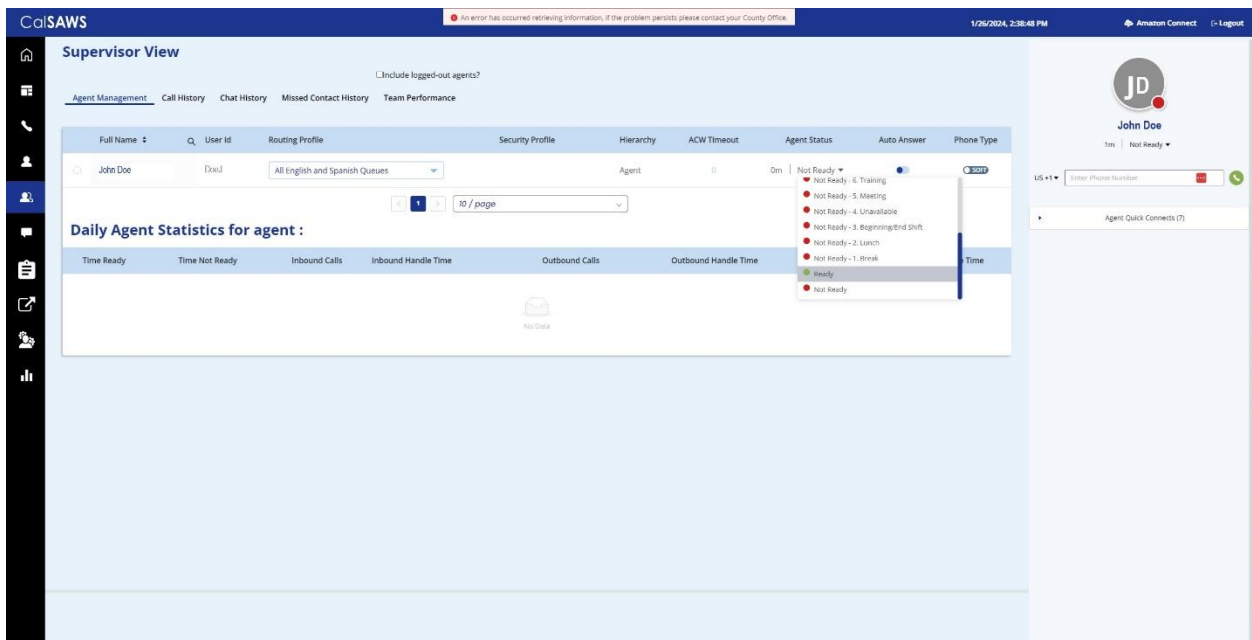


Figure 2.1.3 – Supervisor View Agent Status Error

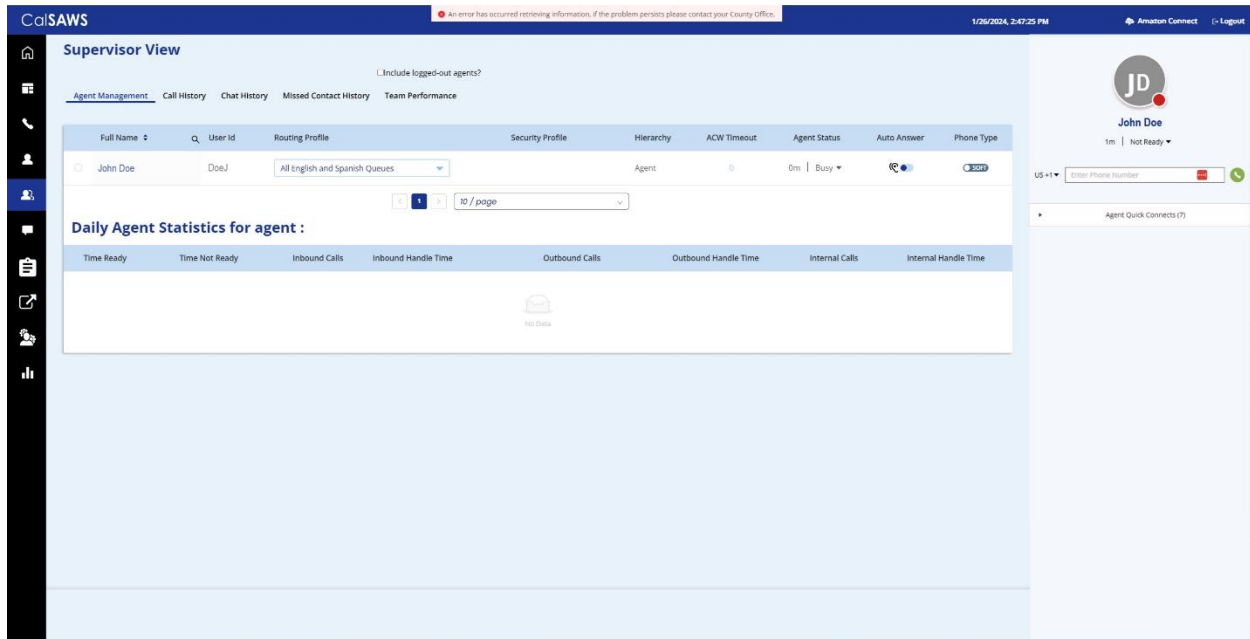


Figure 2.1.4 – Supervisor View Live Monitoring Error

2.1.3 Description of Changes

1. Invoke a new Agent Status lambda when selecting a different status from the Agent Status dropdown.
 - a. Create a new lambda to utilize the UpdateAgentStatus Amazon Connect API to modify the status in real time.
 - b. If an error occurs, display the standard eCCP error message.
 - c. If a successful response is returned from the API, display the new Status in the dropdown.
2. Invoke a new Monitor Contact lambda when clicking the Live Monitoring button.
 - a. Create a new lambda to utilize the MonitorContact Amazon Connect API to start monitoring the call.
 - b. If an error occurs, display the standard eCCP error message.
 - c. If successful response is returned, start monitoring the call directly from the eCCP.
 - i. Keep the Supervisor on the Supervisor Panel
 - ii. Change the Call Control Panel on the right-hand side to indicate the status of the Supervisor as Busy and display a single button to Leave the Call.
 - iii. When hovering over the button, display the message "Leave Call".
 - iv. When clicking the Leave Call button, end the monitoring session and put the supervisor back in their previous status.

3. Remove the Change Agent Status and Call Monitoring button.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	API	Update Agent Status API Documentation from AWS	AWS Documentation
2	API	Monitor Contact API Documentation from AWS	AWS Documentation

4 APPENDIX
