



[CA-272731] Routing profile to be reverted to default at 8 PM daily

Created: 01/11/2024 08:14 AM - Updated: 03/11/2024 08:09 PM

Status:	Committee Review		
Project:	CalSAWS		
Component/s:	None		
Fix Version/s:	None		

Type:	CER		
Reporter:	Frederick Gains	Assignee:	Yogesh Patel
Labels:	CSC-Committee, LA_IVR_CER		

<i>Main</i>			
Region #:	6		
County:	Los Angeles		
Submitter's Name:	Ng Kelly		
Submitter's Email:	KellyNg@dpss.lacounty.gov		
Request:	<p>LA County is requesting a method of setting a default routing profile for all users. The default routing profile will be set by the county's business team. During the day, if the routing profile is changed by a team member to meet business needs, the routing profile should return to default routing profile at 8 PM.</p> <p>LA County has over 3000 users. This requires multiple staff to manage and edit routing profiles. The updates in routing profiles are usually temporarily to handle a specific call or queue and will be restored after the call was handled. Unfortunately, the user will maintain in the updated routing profile, instead of returning to a default routing profile. These updates occur most evenings, and staff do not have time to return it to a default profile.</p>		
Recommendation:	<p>LA County is requesting a method of setting a default routing profile for all users, it should also be easily editable and configurable by the county's business team. Anyone can update the routing profile for a user during the day, but at 8 PM, the default routing profile will be restored for all users.</p>		
Priority/Implementation Consideration(s):	<p>High. This implementation will minimize the need to manually restore routing profile for multiple users daily.</p>		
Area(s) Impacted:	Call Center		
Committee:	IVR & Contact Center		

Attachments
CER.html (8 KB)

Comments
<i>Logan Pratt added a comment - 03/11/2024 08:09 PM</i>
To be reviewed at committee meeting on 05/22/2024