



# [CA-272734] E-mail Alert when Contact Center is closed via Remote Admin phone line.

Created: 01/11/2024 08:24 AM - Updated: 03/11/2024 08:08 PM

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

<b>Type:</b>	CER		
<b>Reporter:</b>	Frederick Gains	<b>Assignee:</b>	Yogesh Patel
<b>Labels:</b>	CSC-Committee, LA_IVR_CER		

<i>Main</i>			
<b>Region #:</b>	6		
<b>County:</b>	Los Angeles		
<b>Submitter's Name:</b>	Ng Kelly		
<b>Submitter's Email:</b>	<a href="mailto:KellyNg@dpss.lacounty.gov">KellyNg@dpss.lacounty.gov</a>		
<b>Request:</b>	<p>Requesting for LA County to receive a real-time email alert when contact center is closed via Remote Admin phone line.</p> <p>LA County business team does not have any alert when Contact Center is closed via Remote Admin phone line. ONLY the requestor of the closure would know.</p>		
<b>Recommendation:</b>	Request to create an email alert that will automatically disseminate to LA County business team when LA County contact center has been closed via Remote Admin phone line.		
<b>Priority/ Implementation Consideration(s):</b>	This implementation will provide real-time alert when call center queues are closed remotely so business team are aware of the request and avoid any mishandling.		
<b>Area(s) Impacted:</b>	Call Center		
<b>Committee:</b>	IVR & Contact Center		

<b>Attachments</b>
CER.html (7 kB)

<b>Comments</b>
<i>Yogesh Patel added a comment - 02/01/2024 02:31 PM</i>
To be reviewed at Committee 3/27/2024
<i>Logan Pratt added a comment - 03/11/2024 08:08 PM</i>
To be reviewed at Committee 05/22/2024