



# [CA-272736] Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)

Created: 01/11/2024 08:29 AM - Updated: 02/29/2024 04:55 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>	LA County is requesting the ability to update messages on hold via eCCP Admin Page - Queue Hold Messages, including a method to manage messages on hold by queue with all threshold languages. Currently, LA County does not have any ability to manage the current messages on hold.		
<b>Recommendation:</b>	LA County is requesting a method to manage the messages on hold, via the eCCP Admin Portal - Queue Hold Messages. The current queue hold messages should appear, along with a drop down that would allow the business team to select a specific queue and customize the messages on hold for that queue. After selecting the queue, all the messages currently playing for that queue should appear, along with the language drop down menu.		
<b>Priority/ Implementation Consideration(s):</b>	eCCP Enhancement is necessary to meet business needs.		
<b>Area(s) Impacted:</b>	Call Center		
<b>Committee:</b>	IVR & Contact Center		

<b>Attachments</b>
CER.html (8 kB)

<b>Links</b>
<b>Duplicate</b>
<i>is duplicated by</i> [CA-272742] Title: Message-On-Hold (MOH) / Individual language specific (Short-Term Solution) Closed

<b>Comments</b>
<i>Yogesh Patel added a comment - 02/01/2024 02:45 PM</i>
Will be reviewed in Committee - 03/27/2024