



[CA-272738] Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page – to allow for WAV files and foreign language handling.

Created: 01/11/2024 08:37 AM - Updated: 02/20/2024 01:49 PM

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

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

Main

Region #:	6
County:	Los Angeles
Submitter's Name:	Ng Kelly
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Request:	LA County is requesting an ability to add WAV file prompts to any message box in the eCCP admin page. Specifically, we would like to reference an AWS S3 bucket, using an ARN link to the prompt, and pasting the link into the prompt message box. LA County is currently unable to add WAV files to the messages on hold prompts. Currently we are limited to entering Polly supported language text into message boxes.
Recommendation:	LA County would like to use WAV files in place of Polly read text, by uploading these prompts to an AWS S3 bucket. Utilizing the S3 bucket ARN reference link, pasting that link, into the eCCP admin page - referencing the file that should be played in that specific prompt message. The ability to play S3 bucket ARN links should apply to all portions of the eCCP admin page, in place of any Polly read prompts. To include - Emergency Message, Queue Hold Messages, and Informational Messages.
Priority/ Implementation Consideration(s):	eCCP Enhancement is necessary to meet business needs.
Area(s) Impacted:	Call Center
Committee:	IVR & Contact Center

Attachments
CER.html (8 kB)

Comments
<i>Yogesh Patel added a comment - 02/01/2024 02:48 PM</i>
Will be reviewed in Committee - 03/27/2024