



[CA-273075] eGain: CCB Real-time report – essential data elements

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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		
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Request:	<p>LA County requesting the following data elements to be available for CCB real-time reporting: Caller Number, Time Entered Queue, CCB EWT, # of pending CCB, Callback Attempts, and Last Attempt Result separated by queue.</p> <p>Issue</p> <p>Currently, the data available for eGain CCB real-time reports are vague and limited. LA County needs more detailed data elements such as Caller Number, Time Entered Queue, CCB EWT, # of pending CCB, Callback Attempts, and Last Attempt Result separated by queue.</p>		
Recommendation:	LA County requesting the following data elements to be available for CCB real-time reporting: Caller Number, Time Entered Queue, CCB EWT, # of pending CCB, Callback Attempts, and Last Attempt Result separated by queue.		
Priority/ Implementation Consideration(s):	Enhancement is necessary to meet business needs.		
Area(s) Impacted:	Call Center		
Committee:	IVR & Contact Center		