



# [CA-273076] eGain: CCB Historical report – essential data elements

Created: 01/22/2024 10:26 AM - Updated: 02/29/2024 05:14 PM

<b>Status:</b>	In Progress
<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>LA County requesting the following data elements to be available for CCB Historical reporting: number of CCB Offered, Opted in, Declined, Successful attempts, and Unsuccessful attempts breakdown by queue.</p> <p>Issue</p> <p>Currently, the data elements available for eGain CCB Historical reports are limited. LA County needs more detailed data elements such as number of CCB Offered, Opted in, Declined, Successful attempts, and Unsuccessful attempts breakdown by queue.</p>
<b>Recommendation:</b>	LA County requesting the following data elements to be available for CCB Historical reporting: number of CCB Offered, Opted in, Declined, Successful attempts, and Unsuccessful attempts breakdown by queue.
<b>Priority/ Implementation Consideration(s):</b>	Enhancement is necessary to meet business needs.
<b>Area(s) Impacted:</b>	Call Center
<b>Committee:</b>	IVR & Contact Center