



# [CA-273244] Percent allocation setting to Post Call Survey

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<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		
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<b>Request:</b>	<p>Adding a percentage allocator to the eCCP admin page.</p> <p>Issue</p> <p>Post Call Survey is currently set to 100% of all callers, who reach the end of the call flow; with an agent hanging up from the call. LA County is requesting the ability to manage the percent of callers who are routed to the survey.</p>		
<b>Recommendation:</b>	<p>LA County would like to add a control to the admin page, that would adjust the percentage of callers sent to the post call survey. Admin users would have the option to adjust, in real time, the percentage of callers who are sent to the Post Call Survey.</p>		
<b>Priority/Implementation Consideration(s):</b>	eCCP/eGAIN enhancement		
<b>Area(s) Impacted:</b>	Call Center		
<b>Committee:</b>	IVR & Contact Center		

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