



# [CA-273245] Post Call Survey Data to be accessible in eGAIN

Created: 01/25/2024 08:55 AM - Updated: 02/29/2024 04:06 PM

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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 |                  |              |

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| <i>Main</i>                                       |   |  |  |
| <b>Region #:</b>                                  | 6   |  |  |
| <b>County:</b>                                    | Los Angeles   |  |  |
| <b>Submitter's Name:</b>                          | Mares Jesenia   |  |  |
| <b>Submitter's Email:</b>                         | <a href="mailto:JeseniaMares@dpss.lacounty.gov">JeseniaMares@dpss.lacounty.gov</a>  |  |  |
| <b>Request:</b>                                   | Post Call survey data to be moved to eGAIN.<br>Issue<br>LA County is requesting for Post Call Survey (PCS) data to be available / moved to / collected on eGAIN, to allow for real time and historical reports to be requested on demand for specific dates/ times. |  |  |
| <b>Recommendation:</b>                            | LA County is proposing for Post Call Survey data to be available on eGAIN – to have the ability to create real time and historical reports for each operation (CSC/RELine). Separated by agent parameter sets, as this is currently available in the existing data. |  |  |
| <b>Priority/ Implementation Consideration(s):</b> | eCCP/eGAIN enhancement  |  |  |
| <b>Area(s) Impacted:</b>                          | Call Center   |  |  |
| <b>Committee:</b>                                 | IVR & Contact Center  |  |  |

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