



[CA-274452] Authentication Bot – Set Max Attempts for Authentication to 1 for Santa Cruz County

Created: 02/21/2024 02:24 PM - Updated: 02/29/2024 04:02 PM

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

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

<i>Main</i>			
Region #:	1		
County:	Santa Cruz		
Submitter's Name:	Glori Fernandez		
Submitter's Email:	Glori.Fernandez@santacruzcountyca.gov		
Submitter's Phone:	831-454-4811		
Request:	<p>Justification / Request Summary: If a customer attempts to authenticate using the auth bot and is unsuccessful on the first attempt, they should be transferred immediately, or given the option to select to be transferred, to a Benefits Representative to speak to a live person.</p> <p>Issue: Contact Center Support clarified that SCR "CA-271246 - Inbound IVR: Set the Max Attempts for Authentication to 1" was not for the authentication bot but rather for when a customer bypasses the auth bot, and uses the keypad. The auth bot has not been changed and will still require 3 attempts by the customer.</p> <p>This is a frustration to customers and Santa Cruz County would like to see this changed specifically for our county. If a customer attempts to authenticate using the auth bot and is unsuccessful on the first attempt, they should be transferred immediately, or given the option to select to be transferred, to a Benefits Representative to speak to a live person.</p>		
Recommendation:	If a customer attempts to authenticate using the auth bot and is unsuccessful on the first attempt, they should be transferred immediately, or given the option to select to be transferred, to a Benefits Representative to speak to a live person.		
Area(s) Impacted:	Call Center		
Committee:	IVR & Contact Center		

Attachments
Authentication Bot – Set Max Attempts for Authentication to 1 for Santa Cruz County.docx (36 kB)

Comments
<i>Yogesh Patel added a comment - 02/29/2024 04:02 PM</i>
To Be reviewed in Committee