

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.07.11	11-Jul-24	SCR	CA-272624	Contact Center	N/A	Upgrading IVR Node lambdas from Node 16 to Node 20 for compliance.	Upgrading IVR Node lambdas from Node 16 to Node 20 for compliance.			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-239498	Contact Center	N/A	CalSAWS Outbound Customer Call Campaigns/Robocalls caller ID displayed as 844-741-0373.	CalSAWS Outbound Customer Call Campaigns/Robocalls caller ID displays as BenefitsCal and phone number 844-859-2100.			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-277393	Contact Center	AAP, CalFresh, CalLearn, CalWORKs	Currently if the queue is full, the IVR will inform the customer that no agents are available and to try again later and disconnect the call. This is leading to a high number of complaints of dropped calls at the customer level.	If the queue is full, the customer will hear the following message, "The option you have selected is currently full and unable to take new callers. Please try again later or access your case information on BenefitsCal dot com".			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-276253	Contact Center	N/A	Currently, eGain and the AWS Connect Flow does not have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBTReplace, etc..	Now, eGain and the AWS Connect Flow, will be updated to have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBTReplace, etc..			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-275827	Contact Center	N/A	Currently, eGain and the AWS Connect Flow does not have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBTReplace, etc..	Now, eGain and the AWS Connect Flow, will be updated to have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBTReplace, etc..			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-278070	Eligibility	CalWORKs	CalWORKs ED8C evaluated non-exempt vehicle for an equity value, not to exceed a limit of \$32,045. Any equity value that exceeded \$32,045 was counted against the AU's resource limit.	Effective 7/1/2024, CalWORKs ED8C evaluated non-exempt vehicle for an equity value, not to exceed a limit of \$32,968. Any equity value that exceeded \$32,968 was counted against the AU's resource limit.			Review List
24.07.11	11-Jul-24	SCR	CA-264006	Fiscal	CalWORKs	On the Recovery Account Detail page Discharge was a selectable option from the Status drop down in edit mode.	There is now a Discharge button on the Recovery Account Detail page. The Terminate button no longer displays.			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-246946	Reports	CalWORKs	The CA 812 has not been updated per ACL 22-49 and 22-49E.	The CA 812 has been updated per ACL 22-49 and 22-49E.			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-262445	Voice Bots / RPA	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	Customers previously were able to authenticate into the CalSAWS inbound IVR call flow using voice authentication and touch-tone authentication by using the phone number and SSN or date of Birth.	Customers now can interact with a Welcome Bot and receive push notifications in the CalSAWS inbound IVR call flow. Customers can now authenticate using an authentication bot, voice authentication, and touch-tone authentication by using their phone number and SSN or date of Birth.			No County Action Needed
24.07.11	11-Jul-24	SCR	CA-262430	Voice Bots / RPA	CalFresh	Non-CSC counties do not have a self service option to replace an EBT card	Customers calling into Non-CSC counties can now request an EBT replacement through the IVR			No County Action Needed
24.07.11	11-Jul-24	Defect	CA-278012	Contact Center		Earlier if the user on a conference call disconnects the first call, the second call would show on hold even if it was not.	But with this change the original call will return back to its original state and the user can then hold/unhold the transferred call	PRB0049211		No County Action Needed

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24.07.11	11-Jul-24	Defect	CA-277978	Reports		Report summary to detail sheet were not reconciling	Summary and detail sheet is getting reconciling	PR0049152		No County Action Needed
24.07.11	11-Jul-24	Defect	CA-279777	Reports		There were formatting issues for CA-812.	Fixed all the issues and generated the report. Report is working as expected. Attached UT doc for reference.			No County Action Needed