Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.07.12	12-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
24.07.12	12-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
24.07.12	12-Jul-24	SCR	CA-277493	Contact Center	N/A	Fresno GenAI Call Summary Assist working for CalWORKs and General Relief Contact Center queues only.	This SCR is adding Medi-Cal and CalFresh queues for Fresno GenAI Call Summary Assist solution.			No County Action Needed
24.07.12	12-Jul-24	Defect	CA-280367	Analytics		Supplemental Benefit Issuance Warrant Register has duplicates for 7/11/2024 execution.	Supplemental Benefit Issuance Warrant Register no longer has duplicates. The 7/11/2024 will be regenerated.	PRB0049598		No County Action Needed