

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.07.17	17-Jul-24	SCR	CA-280275	Contact Center	N/A	The eGain platform was not on version 21.17.	The eGain platform has been upgraded to version 21.17. PDF attached to Jira item with full eGain provided release notes.			No County Action Needed
24.07.17	17-Jul-24	Defect	CA-278979	Contact Center		Agent Name was not populating.	Agent Name will be populated.			No County Action Needed