

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.07.19	19-Jul-24	SCR	CA-278330	Contact Center	N/A	County's lobby transfer prod # has been release to the public therefore customers have been able to bypass any queueing.	A flag has been added at the top of the IVR that checks if the call originates from the list of 27 lobby numbers, anything else outside of this list will be dropped.			No County Action Needed