

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.07.26	26-Jul-24	SCR	CA-278330	Contact Center	N/A	County's lobby transfer prod number has been release to the public therefor customers are able to bypass any wait time.	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 treated as a regular inbound cal.			No County Action Needed