☒ **CalSAWS M&E**

Distribution Date:	June 27, 2024
To:	PPOC.All; ContactCenter.Mgmt.All;, Committee.IVR_ContactCenter.All
CIT Name:	**Process for requesting CalSAWS Contact Center Changes**
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- ☐ General
- ☐ Policy
  - ☐ CW
  - ☐ CF
  - ☐ MC
  - ☐ CMSP
  - ☐ FC/KG/AAP
  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☐ BenefitsCal
- ☐ Customer Correspondence
- ☒ Other___Contact Center/RCC_____
- ☐ Reports
  - ☐ Fiscal
  - ☐ Caseload Movement
  - ☐ Management
- ☐ Fiscal
- ☐ Security
- ☐ Batch and Interfaces
- ☐ Imaging
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- ☐ Conversion
- ☐ Technical
- ☒ Training
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Description:	**Purpose** This document is intended to guide County Staff on the process for requesting changes to Call Flow, Queue Messages, and Queue Additions for the CalSAWS Contact Center. **Background** Counties often reach out to CalSAWS teams to request changes to Call Flow, Queue Messages, and Queue Additions through RITM or the ServiceNow Case/Incident Process. **Additional Information:** To ensure proper tracking and authorization of these changes, all requests must follow a standardized process. This involves submitting a CalSAWS Enhancement Request (CER). The project team will then triage these changes and convert them to County Operational Enhancement SCR# or Enhancement SCR# based on the level of effort required. **Process for Submitting Requests** **RITM:**

	• **Roll On and Roll Off Requests for Calabrio and eGain.** **Action:** Submit requests through the ServiceNow Request (RITM) process. **System Used:** ServiceNow **Type of Request:** • Roll on and Roll Off **INC:** • **Issue Reporting** **Action:** Submit issues through the ServiceNow Case/Incident process. **System Used:** ServiceNow **Type of Request:** • Issue reporting. • Password Reset Requests (Contact Center -> eGain -> Access Issue) **CER:** • **CalSAWS Enhancement Requests (CER)** **Action:** Submit CalSAWS enhancement requests. **System Used:** submit using existing [redacted] **Type of Request:** • Change requests for Call Flow (verbiage, prompt, or routing changes) • Queue Messages • Queue Additions • Call Center Holiday Changes • Office Hours (For urgent matters, please also email the CC.Support.R# inbox) • Inquiring for cost for new work, services, and/or tools By following these processes, we ensure that all changes are properly tracked, authorized, and implemented efficiently.
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Backup Project Contact:	**Logan Pratt** PrattL@CalSAWS.org
Attachments:	N/A

Web Portal Link:	[redacted] OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.