

☒ CalSAWS M&E

Distribution Date:	July 11, 2024
To:	PPOC.All; ContactCenter.Mgmt.All; Committee.IVR_ContactCenter.All
CIT Name:	Change in eGain Scheduled Reports for eGain R21
From:	CalSAWS Project

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

- | | |
|--|---|
| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Training |
| <input type="checkbox"/> OCAT | <input type="checkbox"/> Help Desk |
| <input checked="" type="checkbox"/> Other ___ Contact Center/RCC _____ | |

Description:	<p>Purpose</p> <p>The purpose of this CIT is to inform counties of the upcoming shift from eGain V17 to V21 and the impact on scheduled reports.</p> <p>Background</p> <p>eGain V17 will be phased out on July 15, 2024 and scheduled reports created in eGain V17 will cease to be emailed. The eGain quick link in eCCP was updated to the eGain R21 link [REDACTED] in April 2024 and counties have been utilizing R21 since then.</p> <p>County Action</p> <p>Users will need to schedule reports in eGain R21 to ensure scheduled reports are emailed without disruption.</p> <p>Additional Information:</p> <p>Link to eGain R21 - [REDACTED] (note this link is currently available in AWS Console Quick Links)</p> <p>eGain R21 user documentation and release notes are available on the CalSAWS County SharePoint site here - [REDACTED]</p>
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Attachments:	N/A
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 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.