

| Release # | Release Date | Item Type | Item Number | Functional Area | Programs Impacted | Original Behavior | New Behavior | Ticket Number | Additional Information | County Action |
|-----------|--------------|-----------|-------------|-----------------|-------------------|--|---|---------------|------------------------|-------------------------|
| 24.08.05 | 5-Aug-24 | SCR | CA-275817 | Contact Center | N/A | Currently, eGain and the AWS Connect Flow does not have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBIRReplace, etc.. | Now, eGain and the AWS Connect Flow, will be updated to have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBIRReplace, etc.. | | | No County Action Needed |
| 24.08.05 | 5-Aug-24 | SCR | CA-275910 | Contact Center | N/A | Currently, eGain and the AWS Connect Flow does not have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBIRReplace, etc.. | Now, eGain and the AWS Connect Flow, will be updated to have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBIRReplace, etc.. | | | No County Action Needed |
| 24.08.05 | 5-Aug-24 | SCR | CA-275821 | Contact Center | N/A | Currently, eGain and the AWS Connect Flow does not have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBIRReplace, etc.. | Now, eGain and the AWS Connect Flow, will be updated to have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBotSuccess, Custom Variables, and EBIRReplace, etc.. | | | No County Action Needed |