

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.08.13	13-Aug-24	SCR	CA-275913	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 EBIReplace, 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 EBIReplace, etc...			No County Action Needed
24.08.13	13-Aug-24	SCR	CA-275917	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 EBIReplace, 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 EBIReplace, etc...			No County Action Needed
24.08.13	13-Aug-24	Defect	CA-279205	Contact Center		Earlier users did not have the ability to view CCB stats in agent profile page	With this change the user will now be able to view CCB stats in agent profile page	PR80049373		No County Action Needed
24.08.13	13-Aug-24	Defect	CA-274199	Contact Center		Earlier users were not able to transfer a chat to any other queue	With this change the users will be able to transfer chats to another queue			No County Action Needed
24.08.13	13-Aug-24	Defect	CA-278078	Contact Center		eCCP is logging out Agents while an agent is On Contact with a customer	eCCP should not log out Agents while an agent is in On Contact with a customer.	PR80049176		No County Action Needed