

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.08.15	15-Aug-24	SCR	CA-273892	Contact Center	Child Care	Callers continue to be routed to the Child Care Unit from the IVR incorrectly. It is necessary that the option to transfer directly to the unit be removed, similar to the Veteran's option changes but with the phone number to the Child Care Unit 916-874-6000.	Create new message following option 3 on No Case Menu – If you are a parent or child care provider who needs to reach the Stage One Child Care Unit regarding a Stage One child care case, please call 916-874-6000. That's 916-874-6000.			No County Action Needed
24.08.15	15-Aug-24	SCR	CA-275815	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 EBTReplace, 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 EBTReplace, etc..			No County Action Needed
24.08.15	15-Aug-24	Defect	CA-281559	Client Correspondence		CheckBox not populated on the NA 791 (9/18) NOA for LA County.	CheckBox should populate on the NA 791 (9/18) NOA for LA County.			No County Action Needed