

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.09.13	13-Sep-24	SCR	CA-282484	Contact Center	N/A	Currently, Clients dialing 408-758-4100, 408-278-2400, 408-758-3800, and 408-758-3600 that authenticate are looped around through the IVR system because the case is assigned to a worker and the worker phone number is the IVR number.	Now, Clients dialing 408-758-4100, 408-278-2400, 408-758-3800, and 408-758-3600 that authenticate are routed to the appropriate call queue as decided by the county.			Evaluate and Configure Security Role/Group