

Distribution Date:	September 9, 2024
To:	ContactCenter.Mgmt.All;Committee.IVR_ContactCenter.All; PPOC.Alameda; PPOC.Butte; PPOC.Contra Costa; PPOC.Fresno; PPOC.Humboldt; PPOC.Kern; PPOC.Kings; PPOC.Marin; PPOC.LosAngeles; PPOC.Merced; PPOC.Monterey; PPOC.Orange; PPOC.Placer; PPOC.Riverside; PPOC.Sacramento; PPOC.San Bernardino; PPOC.San Diego; PPOC.San Francisco; PPOC.San Joaquin; PPOC.San Luis Obispo; PPOC.San Mateo; PPOC.Santa Barbara; PPOC.Santa Clara; PPOC.Santa Cruz; PPOC.Shasta; PPOC.Solano; PPOC.Sonoma; PPOC.Stanislaus; PPOC.Sutter; PPOC.Tulare; PPOC.Ventura; PPOC.Yolo; PPOC.Yuba; TPOC.Alameda; TPOC.Butte; TPOC.ContraCosta; TPOC.Fresno; TPOC.Humboldt; TPOC.Kern; TPOC.Kings; TPOC.Marin; TPOC.LA; TPOC.Merced; TPOC.Monterey; TPOC.Orange; TPOC.Placer; TPOC.Riverside; TPOC.Sacramento; TPOC.SanBernardino; TPOC.SanDiego; TPOC.SanFrancisco; TPOC.SanJoaquin; TPOC.SanLuisObispo; TPOC.SanMateo; TPOC.SantaBarbara; TPOC.SantaClara; TPOC.SantaCruz; TPOC.Shasta; TPOC.Solano; TPOC.Sonoma; TPOC.Stanislaus; TPOC.Sutter; TPOC.Tulare; TPOC.Ventura; TPOC.Yolo; TPOC.Yuba
CIT Name:	Change in URLs for eGain and Calabrio
From:	CalSAWS Project

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

- | | |
|--|---|
| ☐ General
☐ Policy
☐ CW
☐ CF
☐ MC
☐ CMSP
☐ FC/KG/AAP
☐ Child Care
☐ WtW
☐ Other Program(s) _____
☐ BenefitsCal
☐ Customer Correspondence
☐ OCAT
☒ Other__Contact Center/RCC_____ | ☐ Reports
☐ Fiscal
☐ Caseload Movement
☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☐ Help Desk |
|--|---|

Description: (Including any step-by-step instructions)	Purpose (Identify what Counties this CIT affects) The purpose of this CIT is to inform counties of the upcoming change in URLs to eGain and Calabrio. Background The links to access eGain and Calabrio are changing as a part of the SSO (single sign-on) integration with ForgeRock. Additional Information
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	Link to eGain R21 -  Link to Calabrio -  Note – these links will be updated in the Quick Links in the Amazon Connect console as of September 30, 2024. Contact Center team will send out an invite for a bridge call for any users impacted on 9/30/24 and 10/1/24 from 9am to 12pm who need assistance with logging in. County Action Please bookmark and add the links below to county allow lists to access eGain and Calabrio and update any existing desktop shortcuts with the new links that should be used as of September 30, 2024. If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.
Primary Project Contact: (Name and email address)	Yogesh Patel PatelY@CalSAWS.org
Backup Project Contact: (Name and email address)	Logan Pratt PrattL@CalSAWS.org
Attachments:	N/A
Web Portal Link:	 OR You may also retrieve the CIT document and attachments by following these steps: 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.