Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.11.14	14-Nov-24	SCR	CA-260329	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP	Electronic Signature Detail page enabled telephonic signatures to be captured by entering a phone number for the system to call to initiate telephonic signature	Electronic Signature Detail page allows for outbound call to be made to initiate telephonic signature. User has to select capture option.			No County Action Needed
24.11.14	14-Nov-24	SCR	CA-280062	Contact Center	N/A	The eCCP and CalSAWS inactivity timers are separate.	If you are active in CalSAWS you will no longer be logged out of the eCCP, or vice versa.			No County Action Needed
24.11.14	14-Nov-24	SCR	CA-239033	Imaging	N/A	All search fields in the Imaging Solution were viewable.	System and duplicate search fields in the Imaging Solution views are hidden.			No County Action Needed
24.11.14	14-Nov-24	SCR	CA-283635	Imaging	N/A	Some BenefitsCal document uploads for confidential cases were linking to the Person's CIN instead of the confidential case number.	Additional validations were added in the Imaging Solution to ensure confidential documents should be stored in the County Confidential Drawers, even if the document is usually considered person level.			No County Action Needed
24.11.14	14-Nov-24	SCR	CA-281014	Reports	N/A	Transactions with the CalWORKS aid codes 4P and 4R are not captured on the Claim Grand Totals Summary Report and Claim Grand Totals Detail Report.	The Claim Grand Totals Summary Report and Claim Grand Totals Detail Report will now include transactions for the report month with the CalWORKS aid codes 4P and 4R.		The Claim Grand Totals Detail Report will include a new tab for aid code 4P and a new tab for aid code 4R to display the transactions under their respective aid code. Claim Grand Totals Summary Report will add a new section for aid code 4P and a new section for aid code 4R to display summaries on the transactions under their respective aid code.	No County Action Needed
24.11.14	14-Nov-24	Defect	CA-281808	Contact Center		Chat stats were not able to be picked up by the stats api because there was no option to switch between the voice and chat channel.	Added toggle to change to chat stats			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-282986	Contact Center		Earlier agents were sometimes being auto flipped to ready while in infinite ACW state	With this change agents would not be autoflipped back to ready while in infinite ACW status			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-283405	Contact Center		Earlier all configured queue type quick connects were available to users with chat routing profile	With this change all configured queue type quick connects with keyword "chat" will be available to users with chat routing profile			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-283108	Contact Center		Earlier the refresh on queue stats took more than 60 seconds to reflect changes	With this change the queue stats page would now be able to refresh in 20 seconds			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-279922	Contact Center		SCB was not configured to route to specific language queues	Configured SCB to route to specific language queues			No County Action Needed

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.11.14	14-Nov-24	Defect	CA-280294	Contact Center		The eCCP and CalSAWS inactivity timers are separate.	If you are active in CalSAWS you will no longer be logged out of the eCCP, or vice versa.			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-283948	Contact Center		Transfer note was not working on cold transfers	Transfers notes should work on cold & warm transfers			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-283645	Eligibility		The current CALSAWS design doesn't allow for ESAP cannot be changed from "No" to "YES" mid-period, leading to SARA for cases that should be qualify for SARN until the RE month.	This DCR corrects the ESAP indicator to "YES" for affected cases, ensuring they stay SARN-eligible.			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-284261	Reports		The CalWORKs/RCA Adults by WTW Category dashboard was incorrectly adding up the CalWORKs/RCA Aided field for WTW/REP Mandatory section.	The CalWORKs/RCA Adults by WTW Category dashboard is adding up the CalWORKs/RCA Aided field for WTW/REP Mandatory section correctly with the WTW/REP Mandatory counts.			No County Action Needed
24.11.14	14-Nov-24	Defect	CA-281273	Reports		The Issue 1 was identified as there is no data for the RE task type on the dashboard for certain counties The Issue 2 was identified as there was No data for Request to create a CBO account Task type on the dashboard for certain counties	Logic updated to properly capture RE task type and to capture CBO account Task Type			No County Action Needed