

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.11.21	21-Nov-24	SCR	CA-278187	Contact Center	N/A	IVR Exit Reason# 2215 EBT hotline transfer Message does not match with county business process	IVR Exit reason #2215 EBT hotline transfer will now play county specific message and align with business process			