

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.12.09	9-Dec-24	SCR	CA-278875	Voice Bots / RPA	N/A	Butte County currently only has the Authentication Bot and Push Notification features.	Roll-out Welcome voice bot functionality to Butte county. 1) Update Butte County Inbound Interaction Voice Response (IVR) Call Flow with Voice Bot Functionality in SCR CA-255969			No County Action Needed