

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.12.12	12-Dec-24	SCR	CA-284997	Batch Operations	AAP, CalFresh, CalLearn, CalWORKs, Child Care, Diversion, Foster Care, GA-Managed, Homeless Perm, Homeless Temp, Immediate Need, Kin-GAP, Medi-Cal/MSP/CMSP, RCA/RMA, Welfare-to-Work/Gain	Butte County only had Wednesday December 25th as a holiday in December 2024.	Butte County has Wednesday December 25, Thursday December 26 and Friday December 27 as a County Holiday in December 2024.			No County Action Needed
24.12.12	12-Dec-24	SCR	CA-285513	Batch Operations	AAP, CalFresh, CalLearn, CalWORKs, Child Care, Diversion, Foster Care, GA-Managed, Homeless Perm, Homeless Temp, Immediate Need, Kin-GAP, Medi-Cal/MSP/CMSP, RCA/RMA, Welfare-to-Work/Gain	Humboldt County only had Wednesday December 25th as a holiday in December 2024.	Humboldt County has Tuesday December 24 and Wednesday December 25 as a County Holiday in December 2024.			No County Action Needed
24.12.12	12-Dec-24	SCR	CA-280545	Contact Center	N/A	Currently, in the eCCP, when a Contact Center Worker places a customer on hold, anything an agent says is still recorded, unless they mute their microphone.	Now, the eCCP will automatically mute the agent's microphone when placing a customer on hold, to ensure call recordings do not record the agent's conversations with colleagues while the customer is on hold. This new functionality applies only to calls made via the eCCP.			No County Action Needed
24.12.12	12-Dec-24	SCR	CA-282234	Contact Center	N/A	Santa Cruz RCC email is currently HSD8CCIntakeMail@santacruzcounty.us	Santa Cruz County RCC email address has been updated to HSD8SDOperations@santacruzcountycyca.gov.			No County Action Needed
24.12.12	12-Dec-24	SCR	CA-275180	Reports	N/A	The 1099 Reconciliation Report is not capturing all transactions for the CalWIN counties due to missing service type mapping.	The 1099 Reconciliation Report is capturing all transactions for the CalWIN counties due to missing service type mapping.			No County Action Needed
24.12.12	12-Dec-24	Defect	CA-279391	Contact Center		Bot -After successful authentication with Case# and EBT Card , getting unable to locate record issue	The query issue has been resolved and is now working as expected.			No County Action Needed
24.12.12	12-Dec-24	Defect	CA-284191	Contact Center		Earlier if a user is already onboarded into connect first, and then if the same user is again on-boarded through eCCP . Then there was a message "Invalid user id"	With this change the user will get a message "CaSAWS User Id is already associated with an existing agent," if they try to onboard a user already present in connect	PR80050305		No County Action Needed
24.12.12	12-Dec-24	Defect	CA-283777	Contact Center		Earlier sometimes if the CC& hours were out of range of the hours of operations then there used to be some invalid values displayed to the user.	With this change the CC& hours will always be in range of the hours of operation and hence the invalid values wont be shown on the UI	PR80050243		No County Action Needed
24.12.12	12-Dec-24	Defect	CA-283950	Contact Center		The agent status does not show if you navigate to another page and come back	Resolved session timeout & updated with missed plugin, now working as expected.			No County Action Needed
24.12.12	12-Dec-24	Defect	CA-282023	Contact Center		The user's status does not change to "Unavailable" when the customer declines the callback.	The user's status should now successfully change to "Unavailable" when the customer declines the callback.	PR80049936		No County Action Needed
24.12.12	12-Dec-24	Defect	CA-283456	Contact Center		When a customer selects an option to reschedule appointment during outbound appointment reminder campaign, the call currently fails to transfer to the corresponding county	When a customer selects an option to reschedule appointment during outbound appointment reminder campaign, the call should be transferred to the corresponding number and queued to a specific queue.			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
24.12.12	12-Dec-24	Defect	CA-282386	Contact Center		When an agent is in "Not Ready - Outbound Call" status and makes an outbound call after the ACW (After Call Work) time ends, if the agent changes to a new status, they briefly set to "Not Ready - Outbound Call" status for a split second (only in Amazon Connect) before moving to the new status.	With this change the user will now not be forced to previous status and will only change to the selected status	PR80050005		No County Action Needed
24.12.12	12-Dec-24	Defect	CA-282824	Online		Journal was posted to case TED2599 instead of L836727.	Journal is posted on case L836727.	PR80050075		No County Action Needed
24.12.12	12-Dec-24	Defect	CA-283111	Online		Telephone Signature Journal were not posted on Sacramento cases : 18ED1A0, 182FM67, and Monterey case 2164327.	Telephone Signature Journal are posted on Sacramento cases : 18ED1A0, 182FM67, and Monterey case 2164327.	PR80050136		No County Action Needed
24.12.12	12-Dec-24	Defect	CA-282820	Reports	CalLearn	Line 2 sheet of Stat 45 was reporting incorrect Begin Date for the program.	Line 2 sheet of Stat 45 is not reporting the correct Begin Date for the program while Line 5 and Line 9 continue reporting the actual discontinuance date for the program.	PR80050076		No County Action Needed