

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.12.18	18-Dec	SCR	CA-278951	Voice Bots / RPA	N/A	Welcome Bot was previously disabled for Fresno County.	Welcome Bot will be re-enabled with updated functionality.			No County Action Needed
24.12.18	18-Dec	SCR	CA-278807	Voice Bots / RPA	N/A	Welcome bot was disabled after initial release.	Welcome Bot is being re-enabled in the county with improvements to routings and bot accepted utterances.			No County Action Needed