

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.01.27	27-Jan	Defect	CA-286444	Contact Center		In nonprod callers with / without a worker were not getting transferred	Worker info is being pulled for caller. Routing has been corrected for CW program.			No County Action Needed