

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.01.28	28-Jan	SCR	CA-278421	Voice Bots / RPA	N/A	English and Spanish customers were previously able to choose options from the General Menu with their touch-tone keypad to help them identify their reason for calling and get transferred.	English and Spanish Customers can now interact with a Welcome Bot to identify their reason for calling using their voice. Welcome Bot also transfers customers appropriately based on the intent identified.			No County Action Needed
25.01.28	28-Jan	Defect	CA-287086	Reports		The On Requests reports for Customer Reporting Progress only contained 7 days of reports.	The historical data has been restored. SCR CA-220233 will only impact customer reports created on or after 1/20/2025.	PR80050833		No County Action Needed