

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.02.14	14-Feb	SCR	CA-283360	Contact Center	N/A	Callers are unable to get routed to worker via CF/MC programs if they authenticate	The caller would be authenticated and routed to their assigned worker directly through the IVR.			No County Action Needed