

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.02.28	28-Feb	SCR	CA-283252	Contact Center	N/A	Butte county IVR call flow is missing Paradise office. Queue transfer office business hour doesn't specify business hour is for County office or CSC office.	Butte county IVR call flow now has Paradise office. Queue transfer office business hour does specify business hour is for County office or CSC office.			No County Action Needed
25.02.28	28-Feb	SCR	CA-287271	Contact Center	Other	Previous design: Call Center hours of operations are Monday-Friday 8:30am-3:30PM	Update the Sonoma County call center hours of operation to the following: Monday, Tuesday, Wednesday, & Friday: 8am-4pm. Thursday: Closed			No County Action Needed