

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.05.01	1-May	SCR	CA-287029	Contact Center	N/A	Adhoc 1 queue played prompt 3	Adhoc 1 Queue will now be playing prompt 4			No County Action Needed
25.05.01	1-May	SCR	CA-288991	Contact Center	N/A	Currently, the IVR does not send authenticated callers who are in welcome bot and say "calworks" to their case worker.	The IVR will send authenticated callers who are in welcome bot and say "calworks" to their case worker.			No County Action Needed
25.05.01	1-May	SCR	CA-262340	Voice Bots / RPA	CalFresh	San Bernardino county does not have a self service option to replace an EBT card	Customers calling into San Bernardino county can now request an EBT replacement through the IVR			No County Action Needed