Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.05.08	8-May	SCR	CA-260730	Contact Center	N/A	The Admin Page in eCCP let you enable and disable Courtesy Callback, and set configuration settings.	The Admin Page now allows you to enable and disable Courtesy Callback at an individual queue level, and set additional CCB configuration settings.			Configure in eCCP Admin Page
25.05.08	8-May	SCR	CA-286540	Contact Center	Other	Welcome Bot Call Routing was working as originally designed.	Welcome Bot Call Routing has been updated per county request.			No County Action Needed
25.05.08	8-May	SCR	CA-290259	Voice Bots / RPA	N/A	County worker currently process BenefitsCal Electronic Benefits Transfer (EBT) card or Beneficiary Identification Card (BIC) requests manually.	EBT card /BIC request from BenefitsCal for Alameda, Amador, Butte, Colusa, El Doradao, Humboldt, Imperial, Inyo and Kern County will now be handled by Robotic Process Automation (RPA) Bots. County staff will only need to handle exceptions tasks that RPA is not able to process. County can follow normal task search to find and process these tasks. Report regarding transactions (summary, successful and exception details) will also be sent to county specified email daily.			No County Action Needed
25.05.08	8-May	Defect	CA-288915	Contact Center		Design doc update. Similar text in prompt had same intent. No change to prompts.	Exact verbiage in Production has been updated in visio doc. No change to caller options.			No County Action Needed
25.05.08	8-May	Defect	CA-289591	Contact Center		Earlier if a team had a large number of agents , then the status was not showing correctly for some of the agents	With this change the status will now show correctly for all the agents in the team	PRB0051176		No County Action Needed
25.05.08	8-May	Defect	CA-288834	Contact Center		If caller did not confirm primary or secondary intent then the bot would exit without saying the '..let's try something else..' verbiage in design doc.	If caller does not confirm primary or secondary intent then the bot will say the correct exit verbiage noted in Description.			No County Action Needed
25.05.08	8-May	Defect	CA-284476	Reports		The number of cases for E-Hit Summary didn't stay static for prior months.	The case count remains static for previous months as we are capturing them against each month by using the due dates.	PRB0050350		No County Action Needed
25.05.08	8-May	Defect	CA-286010	Reports		The report was taking much time load in Qliksense and which is beyond the SLA time and sometimes was running endlessly.	Post the fixed applied in the report, it is taking within a SLA time to load the report.	PRB0050645		No County Action Needed