

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.05.15	15-May	SCR	CA-290261	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 Kings, Lake, Lassen Madera, Mariposa, Medocino, Merced, Modoc, Mono and Monterey 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