

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.05.29	29-May	SCR	CA-273791	Contact Center	N/A	Currently, Amazon Connect's built-in Courtesy Call Back feature places the agent in a pending status before contacting the customer. If the customer's voicemail answers the agent will be placed in After Call Work after the call is ended. Also when a customer calls during after hours or during a holiday, the IVR presents the option to speak to a worker even though none are available.	Now, a custom Courtesy Call Back feature is built to call the customer back first before connecting them to an agent, and an 'after-hours' IVR flow to provide self-service only.			No County Action Needed
25.05.29	29-May	SCR	CA-273875	Reports	N/A	<p>The CA 237 CW and CA 253 SAR 7 discontinuance logic does not capture SAR 7 discontinuances when the action is taken by worker by the sixth calendar day after the end of the SAR 7 submit month.</p> <p>The CA 237 CW logic does not account for Multiple Applications scenarios: Update the CA 237 CW logic to account for multiple applications scenarios:</p> <ul style="list-style-type: none"> - Separate applications for the same case that is not yet active, that are approved for different effective months within the same report month. - An application for a case that is already Active and approved for a prior (retro) effective month. 	<p>The CA 237 CW and CA 253 SAR 7 discontinuance logic captures SAR 7 discontinuances when the action is taken by worker by the sixth calendar day after the end of the SAR 7 submit month.</p> <p>The CA 237 CW logic accounts for Multiple Applications scenarios: - Separate applications for the same case that is not yet active, that are approved for different effective months within the same report month. - An application for a case that is already Active and approved for a prior (retro) effective month.</p>			No County Action Needed
25.05.29	29-May	SCR	CA-290264	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, Contra Costa, Santa Cruz, Shasta, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Tuolumne, Ventura and Yuba 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
25.05.29	29-May	SCR	CA-285887	Voice Bots / RPA	N/A	Electronic Benefits Transfer (EBT) card and Benefits Identification Card (BIC) replacement requested via BenefitsCal web portal is currently processed by case worker.	Electronic Benefits Transfer (EBT) card and Benefits Identification Card (BIC) replacement requested via BenefitsCal web portal will be processed by Robotic Process Automation (RPA).			No County Action Needed
25.05.29	29-May	Defect	CA-291272	POD-WDTIP		During the eApp process, UIDs would be thrown when clicking on the 'Add New Person' button.	The eApp process should not throw any UIDs.	PRB0051645		No County Action Needed
25.05.29	29-May	Defect	CA-290413	Reports	CalWORKs	Month-End EBT Repayments Report DOES NOT report all EBT payments for report month.	Month-End EBT Repayments Report DOES report all EBT payments for report month.	PRB0051486		No County Action Needed