

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.06.09	9-Jun	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