

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.06.12	12-Jun	SCR	CA-272703	Infra Contact Center	N/A	Authentication bot for interactive voice response needs to be updated	Updated auth bot for IVR with additional enhancement: 1. Completely remove additional attempts for cases in which the data point is not found in the database. 2. Reduce the max attempts for cases in which the bot does not understand customers correctly to only allow one additional attempt. 3. Reduce the max attempts for cases in which customers provide an invalid data point format to only allow one additional attempt. 4. Enhance the Authentication Bot Queries to ignore Hidden and Duplicate Person's as defined by the CalSAWS System for all Authentication Methods 5. Update Authentication Bot functionality to replace the Driver's license or state ID data point with phone number. Also, rearrange authentication options to be as follows: Case number, Date of Birth, Social Security Number, Phone Number, EBT number, and Case PIN. 6. Add a loop check to remove callers from loop after 1 additional attempt			No County Action Needed
25.06.12	12-Jun	SCR	CA-290042	Infra Contact Center	N/A	Humboldt County welcome message needs to be updated	Humboldt County welcome message updated			No County Action Needed
25.06.12	12-Jun	SCR	CA-280263	Infra Contact Center	N/A	If you didn't press 1 the first (and only) time the system offered a call-back, you stayed on hold.	While you wait, the system will gently remind you a few more times—timed to your county's settings—that you can press 1 for a call-back instead of holding.			Configure in eCCP Admin Page
25.06.12	12-Jun	Defect	CA-290117	Reports		Integrated Payroll Foster Care Reports have been updated to display unclaimed issuances. However, it appears that only records associated with a specific program code were captured. Unclaimed or cancelled issuances from other relevant program code should also be included in these reports	Additional program code have now been included for unclaimed issuances.			No County Action Needed