

Distribution Date	May 16, 2025
To	ContactCenter.Mgmt.All; TPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	<b>Contact Center – Calabrio – Update Whitelist Domains/Update Smart Desktop Client</b>

PPOCs, please forward to the appropriate impacted staff in your county:

- |  |   |
|--|---|
| <input type="checkbox"/> General                                 | <input type="checkbox"/> Reports              |
| <input type="checkbox"/> Policy                                  | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> CW                                      | <input type="checkbox"/> Caseload Movement    |
| <input type="checkbox"/> CF                                      | <input type="checkbox"/> Management           |
| <input type="checkbox"/> MC                                      | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP                                    | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> FC/KG/AAP                               | <input type="checkbox"/> GA/GR                |
| <input type="checkbox"/> Child Care                              | <input type="checkbox"/> Help Desk            |
| <input type="checkbox"/> WtW                                     | <input type="checkbox"/> Imaging              |
| <input type="checkbox"/> Other Program(s) _____                  | <input type="checkbox"/> Security             |
| <input type="checkbox"/> BenefitsCal                             | <input type="checkbox"/> Task Management      |
| <input type="checkbox"/> Customer Correspondence                 | <input checked="" type="checkbox"/> Technical |
| <input type="checkbox"/> OCAT                                    | <input type="checkbox"/> Training             |
| <input checked="" type="checkbox"/> Other: <b>Contact Center</b> |   |

## Description

### Purpose

The purpose of this CIT is to provide an updated URL list for Counties to Whitelist for Calabrio.

### Background

To support upcoming performance enhancements to the Calabrio Smart Desktop Client (SDC), Calabrio is enabling WebSocket (AGWSS) support across all Calabrio ONE cloud environments. As part of this update, cloud customers who currently enforce network whitelisting or access control policies for SDC traffic must update their configurations to ensure continued connectivity.

### Additional Information

#### What's Changing?

Calabrio is introducing new domain names specifically for WebSocket connections. These must be added to your allowlist in addition to the existing Calabrio ONE platform domains. Both the original and new WebSocket-specific domains must remain whitelisted permanently for cloud customers who enforce access rules.

**Who Is Affected?**

Counties with:

- Whitelisting or firewall rules in place for Calabrio Smart Desktop Client (SDC) traffic
- Restricted outbound access from agents' desktops or local networks to Calabrio ONE cloud

**What Do You Need to Do?**

**By May 30, 2025**, update your network/security configuration to include the new WebSocket domains listed below.

Region	Existing Domain (Keep)	New WebSocket Domain (Add)
US1		

Failure to do so may result in SDC connectivity issues once WebSocket support is fully enabled.

**Important Note:** If your County uses IP-based filtering in addition to and or domain allowlisting, you can reference the AWS-managed IP ranges that correspond to these domains at the following link:

**After May 30, 2025**, Counties will be required to update the Calabrio Smart Desktop Client to take advantage of the recent improvements.

Updated Calabrio Smart Desktop client and install/update instructions can be found on the CalSAWS Web Portal:

**County Actions**

1. Work with your County/Department Information Technology (IT) Team, submitting any necessary tickets/requests to ensure they receive a copy of this CIT.
2. Provide County/Department IT the files located in CalSAWS Web Portal:
3. Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.

Primary Project  
Contact

Logan Pratt  
[PrattL@CalSAWS.org](mailto:PrattL@CalSAWS.org)

Backup Project  
Contact

Yogesh Patel  
[PatelY@CalSAWS.org](mailto:PatelY@CalSAWS.org)

Attachments


See [CalSAWS Web Portal Link](#) within CIT for necessary file(s).

Web Portal Link

OR

You may also retrieve the CIT document and attachments by following these steps:

1. Click on the CRFIs & CITs link at the top of the page.

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2. Click on the "CalSAWS Information Transmittal (CIT)" folder.
  3. Click on the "2025" folder.
  4. Click on the appropriate CIT # folder.