

Distribution Date	August 28, 2025
To	ContactCenter.Mgmt.All; TPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Contact Center – Calabrio Update Smart Desktop Client

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

- | | |
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| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
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| <input type="checkbox"/> WtW | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Security |
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Description

Purpose

The purpose of this CIT is to provide instructions on updating the Calabrio Smart Desktop (SDC) to the latest version (11.0.2.1314) to resolve Web Socket Time Out Issues.

Background

Important Note: This CIT is directed towards any Contact Center County that utilizes the Calabrio system for Agent Live Monitoring and/or Screen Recordings.

A CIT (0062-25) was previously sent to counties on May 16, 2025, providing instructions to whitelist a new domain from Calabrio to enable Web Socket technology and to update the Calabrio Smart Desktop Client (SDC). This communication serves as a follow-up to share the new **SDC version** from Calabrio to fix an issue where users may not be appearing in Agent Monitoring and issues with screen recordings not being recorded or failing to upload due to WebSocket timeouts.

	<p>County Actions:</p> <p>Counties will be required to update the Calabrio Smart Desktop Client to resolve the web socket issue(s).</p> <p>Updated Calabrio Smart Desktop client and install/update instructions can be found on the CalSAWS Web Portal(Access Restricted): [REDACTED]</p> <ol style="list-style-type: none">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 (Access Restricted): [REDACTED]3. Copy your Regional Manager(s) and County PPOC on any questions you might send to the Primary and/or Backup Project Contact.
Primary Project Contact	Logan Pratt PrattL@CalSAWS.org
Backup Project Contact	Yogesh Patel PatelY@CalSAWS.org
Attachments	See [REDACTED] within CIT for necessary file(s).
Web Portal Link	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none">1. Click on the CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.3. Click on the "2025" folder.4. Click on the appropriate CIT # folder.