

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.11.13	13-Nov	SCR	CA-278884	Infra Contact Center	N/A	Inez Finnigan	San Diego County Interactive Voice Response currently only has the Authentication Bot and Push Notification features.	San Diego County IVR will now have welcome bot. Caller can say what they are calling for in addition to the traditional IVR menu selections.			No County Action Needed
25.11.13	13-Nov	Defect	CA-294856	Infra Contact Center	N/A		Standby prompt defaulted to English	Standby Prompt is now dynamic	PRB0052423		No County Action Needed
25.11.13	13-Nov	Defect	CA-294859	Infra Contact Center	N/A		Final language block, in the Authentication Lex Bot flow, was erroneously sending English callers to hear final flow prompts in Spanish. Upon transfer to next flow, caller should have went back to hearing prompts in English language.	Routing was corrected so that the final prompts played in Authentication Lex Bot flow are played in the correct language selected by the caller.	PRB0052425		No County Action Needed
25.11.13	13-Nov	Defect	CA-295514	Infra Contact Center	N/A	Logan Pratt	Butte had outdated CSC hours	Butte now has updated CSC hours			No County Action Needed