

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.03.03	3-Mar	SCR	CA-297079	Infra Contact Center	Other	Josy Thomas	Tulare county does not currently have a dedicated call queue for intra agency departments. Due to current phone wait times, intra-agency staff are unable to remain on hold while assisting clients in real time. A dedicated internal queue with a direct phone number would allow staff to efficiently connect with an agent.	Modifications have made to IVR to establish a dedicated call queue for intra agency departments.			No County Action Needed
26.03.03	46084	Defect	CA-298242	Infra Contact Center			No impact to callers. Flow could not be updated to accommodate new InterAgency routing.	The Exit Reasons flow in Amazon Connect has been updated with new InterAgency routing.			No County Action Needed