CalSAWS | Information Transmittal (CIT)   0033-26

Distribution Date	March 3, 2026
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 impacted staff in your county:

- [ ] General
- [ ] Policy
  - [ ] CW
  - [ ] CF
  - [ ] MC
  - [ ] CMSP
  - [ ] FC/KG/AAP
  - [ ] Child Care
  - [ ] WtW
  - [ ] Other Program(s)_____
- [ ] BenefitsCal
- [ ] Customer Correspondence
- [ ] OCAT
- [x] Other **Contact Center**

- [ ] Reports
  - [ ] Fiscal
  - [ ] Caseload Movement
  - [ ] Management
- [ ] Batch and Interfaces
- [ ] Fiscal
- [ ] GA/GR
- [ ] Help Desk
- [ ] Imaging
- [ ] Security
- [ ] Task Management
- [ ] Technical
- [ ] Training

Description	
	Purpose The purpose of this CIT is to provide instructions on updating the Calabrio Smart Desktop (SDC) to the latest version (11.0.2.1349) to resolve Live Monitoring issues with zooming. **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 (0106-25) was previously sent to counties on August 28, 2025, providing instructions to update the Calabrio Smart Desktop Client (SDC). This communication is to share the new SDC version from Calabrio to fix an issue where during Live Monitoring viewing, users are unable to zoom in where necessary.

County Actions

Counties will be required to update the Calabrio Smart Desktop Client to resolve the zooming issue at their leisure.

Note: Failure to update the client will result in not being able to zoom only, calls will still be recorded, and live monitoring will still function.

Updated Calabrio Smart Desktop client and install/update instructions can be found on the CalSAWS Web Portal (Access Restricted): ▮

Full Guided Path: ████████████████████
████████████████████

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): ███
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 ███████████ 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. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.