

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.04.02	2-Apr	SCR	CA-295193	Infra Contact Center		Logan Pratt	<p>When a caller enters the Customer Queue call flow and Courtesy Call Back (CCB) is enabled and configured to be offered, the prompt states the longest call in the queue metric to the customer in minutes. The caller will hear the following: "If you would like us to call you back in about &lt; \$.Metrics.Queue.OldestContactAge &gt; minutes, press 1. If you would like to wait for a worker, simply stay on the line.". This time does not always represent the accurate amount of time that the customer will need to wait to receive a call back.</p> <p>On the Administration Courtesy Call Back page in eCCP, the description for Courtesy Call Back states: "The Courtesy Callback feature is currently enabled. Courtesy Callbacks offer the caller the option to receive a callback from the Contact Center after they have been in the queue for longer than the defined maximum wait time." Since there are multiple configurations on the page that impact whether CCB is offered to the caller, this description is</p>	<p>County will now be able to customize their courtesy callback page to use on of the 3 options: Longest wait time, position in queue, or no metric. The following changes are also made to eCCP admin page.</p> <p>Added a new dropdown to the eCCP Administration Courtesy Callback page to allow counties to configure the wait time metric the caller will hear when offered CCB.</p> <p>Update verbiage under "Courtesy Callback" on the eCCP Administration Courtesy Call Back page to the following: "The Courtesy Callback feature is currently enabled. Courtesy Callbacks offer the caller the option to receive a callback from the Contact Center based on the configuration below."</p> <p>Add three configurable options to the Customer Queue call flow: Longest wait time, position in queue, or no metric.</p>			Configure in eCCP Admin Page
26.04.02	2-Apr	SCR	CA-298213	Infra Contact Center	N/A	Logan Pratt	<p>Previously, users (agents) had access to a 'home icon' on the Calabria menu (data explorer) to access user adherence and performance metrics. The home icon disappeared for all users on 1/20/26. Adherence is an important CSC metric, and agents need to have access to their own data.</p>	<p>Now, update permissions within Calabria for all agents to be able to access the 'Reporting' function within Calabria that will allow agents to run the 'WFM - Agent and Team Productivity Report' to get their specific agent data.</p>			No County Action Needed