

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.06.11	11-Jun	SCR	CA-300684	Infra Contact Center	N/A	Logan Pratt	Previously, the SB 1289 solution/reporting did NOT have the following foot notes: A - Does not include all Medi-Cal calls received by call centers K - County does not collect data for all specific languages Q - County only provides Quick sort transfer calls from Covered CA R - (Deprecated) Refer to attachment "CA-300684 - SB 1289 - Footnote updates.xlsx".	Now the SB 1289 will have the followign footnotes: -Update footnote verbiage to the following: A - Does not include all Medi-Cal calls received by call centers K - County does not collect data for all specific languages Q - County only provides Quick sort transfer calls from Covered CA R - (Deprecated) Refer to attachment "CA-300684 - SB 1289 - Footnote updates.xlsx".			Review List
26.06.11	11-Jun	Defect	CA-300324	Infra Contact Center		Inez Finnigan	IVR welcome bot was not routing REEV exit code to the correct queue.	IVR welcome bot will now route REEV if the caller has MC only, it will go to MC RE queue.			No County Action Needed
26.06.11	11-Jun	SCR	CA-297998	Infra Contact Center	Other	Yogesh Patel	eGain Reporting tool is being replaced with Amazon Quick Reporting tool.	The team is working on migrating the canned reports from eGain to new AWS Quick reporting tool.			No County Action Needed
26.06.11	11-Jun	Defect	CA-301697	Client Correspondence			Child care certificate generated with correct provider name	Child care certificate should be generated with correct provider name	INC0210082		No County Action Needed