

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	14-Jul	SCR	CA-302362	Infra Contact Center	N/A	Yogesh Patel	LA County requesting the placement of an IVR audio alert (msg_c90_recently_Changed.wav) at the beginning of the call flow by July 15, 2026, to reduce misrouted customer calls and minimize wait times.	LA County is IVR restoration of the following verbiage to the Welcome page of our call flow. Place message Immediately after the msg_c90_911 IVR prompt. "Our menu options have changed. Please listen carefully to all options to avoid being routed back to the main menu with additional wait time."			No County Action Needed
26.06	14-Jul	Defect	CA-302853	Infra Contact Center	N/A		eCCP administrators were not able to update the emails of previously rolled on users in eCCP. This caused issues attempting to schedule reports to send to current eCCP users.	Admins will have the ability to update user's emails within eCCP for use in Amazon Quick scheduled report deliveries.			Configure in eCCP Admin Page
26.06	14-Jul	Defect	CA-302960	Client Correspondence			EW is seeing an erroneous record on the Distributed Documents page.	We are updating the GENERATE_DOC table to nullify the case_id, which will prevent the case from appearing in Distributed Documents. This update will effectively de link the case from the Distributed Documents page.	INC0214562		No County Action Needed