

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.07.22	7/22/2026	Defect	CA-301428	Infra Contact Center			Metrics in eGain were inflated compared to AWS Connect because an eGain ETL process was incorrectly handling duplicate records sent from AWS. Examples	The ETL process has been corrected by eGain, and the data now aligns with eGain's metric definitions. This fix is for all data from Tuesday 7/21/26 onward and is not retroactive.	PRB0053569		No County Action Needed