

| 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     | 13-Aug       | SCR       | CA-301927   | Infra Contact Center | N/A               | Yogesh Patel       | The enhanced Call Control Panel (eCCP) Agent settings allow County supervisors to update After Call Work (ACW) on an agent-by-agent basis. Clicking Save after changing the ACW time calls an API to update the Agent's ACW value in Amazon Connect for the Voice channel. | Update the API called by the Save button in Agent settings in eCCP to update all of the following channels in CCP for the agent: Voice, Chat, Agent First Callback, Task and Email. Also, perform a one-time rightsizing of agent ACW to set Chat, Agent First Callback, Task and Email to the same value as agents' current Voice ACW. |               |                        | No County Action Needed |
| 26.07     | 13-Aug       | SCR       | CA-297802   | Infra Contact Center | N/A               | Inez Finnigan      | In Interactive Voice Response (IVR) system, Welcome bot only support CalWORKs, CalFresh and MediCal.                                                                                                                                                                       | Placer, Sacramento, Solano and Yolo County will now have Smart Routing (formally Welcome Bot) that supports additional programs.                                                                                                                                                                                                        |               |                        | No County Action Needed |
| 26.07     | 13-Aug       | SCR       | CA-302724   | Infra GenAI          | N/A               | Josy Thomas        | Currently only 3 personas are known to the solution: Agent, Customer, Authorized Representative. Call Summarization solution does not properly summarize the transferring agent versus the translator.                                                                     | Update the existing Call Summary solution for all counties to properly summarize the transferring agent versus the translator.                                                                                                                                                                                                          |               |                        | No County Action Needed |
| 26.07     | 13-Aug       | SCR       | CA-302930   | Infra GenAI          | N/A               | Josy Thomas        | Courtesy Callbacks (CCB) do not classify as Callbacks during Call Summarization.                                                                                                                                                                                           | Updated the Call Summary solution to treat all CCB calls as callbacks for summarizing purposes.                                                                                                                                                                                                                                         |               |                        | No County Action Needed |
| 26.07     | 13-Aug       | SCR       | CA-302723   | Infra GenAI          | N/A               | Josy Thomas        | Fresno County's Call Summary implementation requires any mention of voter registration to note that the agent offered the customer the option to register as a voter.                                                                                                      | Call Summary solution is updated for all counties to not summarize any mention of voter registration as the agent offering to register the customer to vote.                                                                                                                                                                            |               |                        | No County Action Needed |
| 26.07     | 13-Aug       | SCR       | CA-301206   | Online               | N/A               | Dymas Pena         | The Workload Reassignment Detail page requires a User to enter a title and saves the reassignment rule, when the reassignment frequency is immediate.                                                                                                                      | The Workload Reassignment Detail page no longer requires entering a title and no longer saves the reassignment rule when the reassignment frequency is immediate.                                                                                                                                                                       |               |                        | No County Action Needed |