

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Additional Information	Ticket Number	County Action
26.10.08	8-Oct	SCR	CA-303094	Infra Contact Center	N/A	Logan Pratt	Previously, Contra Costa County had a holiday listed in October and was missing a holiday in November.	Now, the previous holiday listed in October has been removed and a holiday in November was added.			No County Action Needed
26.10.08	8-Oct	SCR	CA-297764	Infra Contact Center	N/A	Josy Thomas	In Interactive Voice Response (IVR) system, Welcome bot only support CalWORKs, CalFresh and MediCal.	Kern, Tulare, Fresno and San Francisco County will now have Smart Routing (formally Welcome Bot) that supports additional programs			No County Action Needed
26.10.08	8-Oct	SCR	CA-305895	Infra Contact Center	N/A	Yogesh Patel	LA County doesn't have a distribution email added to Welcome Bot Reports email and	LA County would like to configure Welcome Bot report to include the CSC Operations email address - CSCOperations@dpss.lacounty.gov			No County Action Needed
26.10.08	8-Oct	SCR	CA-303439	Client Correspondence	CalFresh	Elsa Vaisau	CF 377.11A CalFresh Time Limit Notice Expiration of Three Consecutive Months for ABAWDS NOA batch is only turned on for Los Angeles County.	All 57 counties have been opted-in to the CF 377.11A Batch job.			No County Action Needed
26.10.08	8-Oct	SCR	CA-304347	Infra Contact Center	N/A	Yogesh Patel	In Amazon Quick Reporting, the Agent Summary dataset was using the contact start date rather than the time the agent connected to the contact. This could cause inconsistencies when applying reporting intervals.	The Start Date in the Agent Summary dataset has been updated to reflect the agent's connection time to the contact. This change improves interval-based reporting consistency and ensures Agent Summary data more accurately reflects when an agent actually connected to a contact.		PRB0053950	No County Action Needed
26.10.08	8-Oct	Defect	CA-305510	Fiscal			Issuances were not claimed due to missing claim codes.	Skipped issuances are claimed.		PRB0054225	No County Action Needed