Amazon Connect Runbook for EDD

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# Project Overview

This project is a two-part series which transparently provides self-service IVR services identical to its current legacy IVR platform and establishes a baseline for growth to expand upon advanced speech recognition, conversational artificial intelligence, omni-digital services, natural language processing and enhanced features and functions to route calls and service functions effectively while providing ease of use, and a new customer experience supporting their internal/external customers. Through emerging technologies, using both NGN Next generation contact center technologies and Self Servicing IVR/VIVR, both user and employee will be able obtain information effectively, improve customer satisfaction and with reduction in cost to serve modelling thru better customer experience with use of AWS Connect.

A screenshot of a computer

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# Introduction

The State of California EDD initiative is a two-part series with primary objectives to:

1. Take the current IVR Self-Service environment and perform a “lift and shift” migration strategy to AWS Connect using the latest IaC Infrastructure as Code Cloud services
2. Modernize its platform base thru Amazon Connect, IVR and CRM Salesforce entities by providing user friendly communications between customers and agents and
3. Meet its financial and fiduciary responsibilities utilizing NGN (Next Generation technologies), Omni Digital Services and moving to GenAI/CAI Conversation Artificial Intelligence to effectively lower its operating cost structures while providing higher grade of customer service to its customers.

A screenshot of a computer

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# Amazon Connect Login

Login to both Connect and Salesforce via EDD managed myEDD Appstore tiles.

* <https://eddportal.edd.ca.gov/SAAS/auth/login>.

A diagram of a service

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Figure 1: EDD/AWS Connectivity

# Amazon Connect Environments

Five environments support the EDD-DI ICC in us-west-2:

Table 1: EDD DI ICC Environments

| AWS Environment | AWS Account | Description | Phone numbers |
| --- | --- | --- | --- |
| DEV | 471112844772 | Application and Service development where functional testing is done | +1 877-343-1254 - ENGLISH  +1 877-354-2687 - SPANISH |
| QA | 640079793484 | Mirror of PROD account where QA testing is done | +1 833-538-5230 - ENGLISH  +1 833-538-6030 - SPANISH |
| UAT | 635425321918 | Mirror of PROD account where User Acceptance testing is done. | +1 833-538-6972 - ENGLISH  +1 833-538-6316 - SPANISH |
| STAGING (aka Pre-Prod) | 443054495397 | Mirror of PROD account where performance testing is done | +1 833-542-4889 - ENGLISH  +1 833-542-7626 - SPANISH |
| PROD | 559550955475 | Production deployment where agents, supervisors, and others use to interact with claimants | +1 833-542-5070 - ENGLISH  +1 833-542-6090 - SPANISH |

# AWS Services in Use

## Amazon Connect

Amazon Connect is the fully managed AWS cloud contact center service. Connect provides all the necessary infrastructure to support an omni-channel contact center, including inbound and outbound voice communications, chat, and task routing. Connect Instances are provisioned through the AWS Console and the configuration for the Instance is stored in the customer’s account.

## Amazon Lex

Amazon Lex is a fully managed artificial intelligence (AI) service with advanced natural language models to design, build, test, and deploy conversational interfaces in applications. Amazon Lex provides the deep functionality and flexibility of natural language understanding (NLU) and automatic speech recognition (ASR) to build highly engaging user experiences with lifelike, conversational interactions, and create new categories of products.

## Amazon Polly

Amazon Polly is a text to speech service. Amazon Connect and Lex use Amazon Polly to generate speech from either plain text or from documents marked up with Speech Synthesis Markup Language (SSML).

## AWS Lambda

AWS Lambda lets you run code without provisioning or managing servers. Amazon Connect and Lex use AWS Lambda for integrations into other applications and services.

## Amazon S3

Amazon Simple Storage Service (Amazon S3) is an object storage service that offers industry-leading scalability, data availability, security, and performance. Amazon Connect uses S3 to store Call Recordings, Reports, and files from Kinesis streams.

## Amazon Kinesis

Amazon Kinesis makes it easy to collect, process, and analyze real-time, streaming data. Amazon Connect uses Kinesis to stream Real-Time Agent Events, CTRs, and Audio from IVR\Customer calls.

## Amazon DynamoDB

Amazon DynamoDB is a fully managed, serverless, key-value NoSQL database designed to run high-performance applications at any scale.

## AWS Secrets Manager

AWS Secrets Manager helps you manage, retrieve, and rotate database credentials, API keys, and other secrets throughout their lifecycles.

## AWS Key Management Service

AWS Key Management Service (AWS KMS) lets you create, manage, and control cryptographic keys across your applications.

## AWS CloudWatch

CloudWatch provides you with data and actionable insights to monitor your applications, respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health.

# Workforce Management (WFM)

WFM in Connect includes ability to conduct forecasting, scheduling, and capacity planning. For detailed instructions, see:

* <https://docs.aws.amazon.com/connect/latest/adminguide/forecasting-capacity-planning-scheduling.html>

# Quality Management (QM)

QM in Connect enable you to monitor, measure, and continuously improve contact quality and agent performance for a better overall customer experience. For detailed instructions, see:

* <https://docs.aws.amazon.com/connect/latest/adminguide/contact-lens.html>

# Reporting – Amazon Connect Data Streaming

The solution will provide both real-time reporting within Connect and historical reporting. To satisfy the requirements of historical reporting, relevant Connect data is replicated to EDD’s AWS environment S3 via bucket-to-bucket, cross environment replication. A pipeline exists to automate the creation of Resources needed for the internal Connect Data Streaming. For detailed information, see:

* <https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-metrics.html>

## Architecture

The following diagram depicts the data stream flow of the metrics gathered within Connect. The Contact Trace Records and the Agent Events get fed into S3 buckets via Kinesis Firehose/Streams.

A diagram of a data stream

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Figure 2: Amazon Connect Data Streaming to S3

## Historical Reporting Data Flow Architecture

The diagram below depicts the flow of information from the Connect AWS Environment to EDD’s AWS Environment. It illustrates how that data is handled, catalogued, and loaded into SQL Server for consumption by EDD.

Diagram

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Figure 3: AWS Connect Environment Flow to EDDs AWS Environment

## Historical Reporting Data Flow Narrative

When an object is created in the external, InterVision-managed source S3 bucket, it is replicated to a target S3 bucket, managed by EDD. The replication from the source S3 is configured such that the destination S3 bucket fully mirrors it. Therefore, this destination S3 bucket should be dedicated for the exclusive use of the replication.

AWS [Simple Notification Service (“SNS”)](https://aws.amazon.com/sns/) is a fully managed Pub/Sub service for A2A (Application to Application) and A2P (Application to Person) messaging. In this design pattern, [Event Notifications](https://docs.aws.amazon.com/AmazonS3/latest/userguide/EventNotifications.html) are configured on the S3 bucket (and can be filtered at any folder-level within) that contains the data that we want to move to our database layer. As a result, whenever a new object is created in the S3 bucket (or specific sub-directory), an Event Notification is fired off and published to a specific [SNS Topic](https://docs.aws.amazon.com/sns/latest/dg/sns-create-topic.html). The Topic has an [IAM Access Policy](https://docs.aws.amazon.com/IAM/latest/UserGuide/access_policies.html) that gives permissions to S3 to publish messages to it.

[AWS’ Simple Queue Service (“SQS”)](https://docs.aws.amazon.com/AWSSimpleQueueService/latest/SQSDeveloperGuide/welcome.html) is a queueing service that enables the sending, storing and receiving of messages between software components. A dedicated Queue is built that “subscribes” to the Topic. Therefore, any messages that arrive in the Topic are automatically distributed to the Queue. The Queue has an Access Policy that allows the Topic permission to write messages to the Queue.

[AWS Glue](https://docs.aws.amazon.com/glue/latest/dg/what-is-glue.html) is a serverless data integration service that make it easy for users to discover, prepare, move and/or integrate data from multiple sources. For this data flow, EDD is utilizing the following Glue components:

* Category: Data Catalog:
  + [Connections](https://docs.aws.amazon.com/glue/latest/dg/glue-connections.html)
  + [Databases](https://docs.aws.amazon.com/glue/latest/dg/define-database.html)
  + [Tables](https://docs.aws.amazon.com/glue/latest/dg/tables-described.html)
  + [Crawlers](https://docs.aws.amazon.com/glue/latest/dg/add-crawler.html)
* Category: Data Integration and ETL:
  + [ETL Jobs](https://docs.aws.amazon.com/glue/latest/dg/author-job-glue.html)
  + [Triggers](https://docs.aws.amazon.com/glue/latest/dg/about-triggers.html)

A connection is established between Glue and the target destination (in this case a SQL Server hosted in [RDS](https://docs.aws.amazon.com/AmazonRDS/latest/UserGuide/Welcome.html)). A Crawler is set up to inspect the structure of the target destination defined in the Connection. The schema metadata discovered by the Crawler is stored as Tables within Databases in the Glue Data Catalog. These Databases and underlying tables do not contain raw data, but rather schema and metadata that describes the source of the data and how it is structured. In this use case, a single SQL Server Database is crawled, and a record of it and all of its tables and views is registered into the Glue Data Catalog. Since the structure of the target Database is not constantly changing, this Crawler is not scheduled and is ran on-demand via the AWS Console.

Another Crawler is set up to inspect the data source for structure and metadata. In this case, it is crawling S3. The crawler has its own schedule and runs once an hour during business hours. At run-time, it checks for messages in an SQS queue. If there are messages, the Crawler will use the data in the message(s) to selectively inspect the S3 bucket for new data, and then register that metadata into a Database within the Glue Data Catalog. If there are no messages, the Crawler will stop and not consume any resources.

An ETL Job is created that does the following:

1. Look for any new metadata in the Glue Data Catalog Database that has been populated by the above-described Crawler since the last time the job was run (see Job Bookmarks).
2. If there is new data, map the schema of the source data (in the case JSON data) to the schema of the target. In this case, this is the SQL Server Database. The job is aware of its tables and schema thanks to the Crawler that inspected it and registered its schema to the Glue Data Catalog.
   1. The JSON data is “flattened” where possible when mapping to SQL. This means that top level properties map directly to a column. Objects with 2nd level properties are mapped to columns Pascal Case to describe the field location within the JSON object.
3. The mapped data is then loaded into the target Database via the Connection (described above).

The ETL Job runs on a schedule utilizing a schedule-based Trigger. In this case, once an hour during business hours.

AWS [Relational Database Service (RDS)](https://docs.aws.amazon.com/AmazonRDS/latest/UserGuide/Welcome.html) is a web service that makes it easier to set up, operate, and scale a relational database in the AWS Cloud. In this flow, a SQL Server instance is set up within RDS and serves as the target destination for the flow. It stores the raw Connect data and contains the Views necessary to drive reporting.

## Amazon Connect Data Streaming

A screenshot of a computer

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Figure 4: Amazon Connect Data Streaming

# Amazon Connect Components

## Naming Conventions

Table 2: Naming Conventions

| Service Name | Pattern | Disability Insurance |
| --- | --- | --- |
| Lambda | <LOB>\_<Functionality>\_Lambda | DI\_GetPromptsFromDynamoDB\_Lambda |
| Lex Bot | <LOB>\_<Functionality>\_Bot | DI\_MainMenu\_Bot |
| Connect Callflow | <LOB>\_<Functionality>\_Callflow | DI\_MainMenu\_Callflow |
| Connect Module | <LOB>\_<Functionality>\_Module | DI\_BenefitPayment\_Module |
| DynamoDB | <LOB>\_<Functionality>\_DB | DI\_Prompts\_DB |
| Queues | <LOB>\_<Language>\_<Functionality> | DI\_ENG\_HD |

# Call Flows

The Call Flow and combined technical workflows is a combination of both business and technical structures which outlines call paths, menu and select choices, call progressions selected by external/internal customers which reflects the overall IVR design and is maintained separately from the SAD. In addition, the call flows represents the various flows for each specific module. The DI\_MainEntry\_Call Flow is exhibited below.

A diagram of a flowchart

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Figure 5: DI\_MainEntry Call Flow

## DI\_MainEntry\_CallFlow

The DI\_MainEntry\_CallFlow serves as the entry point for all incoming customer service calls, providing a comprehensive guide from initial language selection to downstream call routing. It incorporates holiday scheduling checks, verification of caller presence through a random code system, and delineates the process for branching calls to appropriate service paths based on the customer's needs.

## DI Authentication Call Flows

The callers are presented with an IVR that requests authentication information such as SSN, ClaimId, Last Day Worked (LDW), Date of Birth, Weekly Benefit Amount (WBA) and Phone Number associated with SSN. This IVR is presented when the callers choose to speak to an agent.

Below are some of the important notes about the implementation:

* SSN and ClaimId are the 2 critical pieces of info that is required to look up the caller.
* SSN or Claim Id based look up happens by invoking a Lambda within the Callflow.
* If there is neither an SSN nor a Claim Id, then the rest of the authentication elements are skipped in the IVR and the call is routed to an agent.
* For an authentication to be successful, the caller needs to be able to provide at least 2 correct Strong and 2 correct Fair inputs. The strong and fair data elements are shown in the following table.

Table 3: Strong and Fair Data Elements

| **Strong** | **Fair** |
| --- | --- |
| SSN | Date of Birth |
| Claim Id | Weekly Benefit Amount |
| Last Day Worked | Phone Number |

The following are the Call Flows that are impacted with this DI Authentication implementation:

Table 4: DI Auth Impacted Call Flows

| Contact Flow / Modules | Description |
| --- | --- |
| DI\_AgentTransfer\_Callflow | This contact flow is updated to include the DI Authentication flow. When it is time to trigger the authentication, the contact flow branches out to the DI Authentication Flow. When the authentication process is completed, this Contact flow resumes execution and eventually transfers the call to a DI\_ENG queue or a DI\_ENG\_Callback queue based on the EWT logic |
| DI\_Authentication\_CallFlow | This is a new contact flow that invokes the modules for the data elements described in the table above. |
| DI-Auth-SSN | This module contains a Lex Bot that asks for SSN and invokes a Lambda to trigger an API call to backend to fetch associated data. |
| DI-Auth-ClaimId | This module contains a Lex Bot that asks for ClaimId. If the SSN was provided, it uses the response payload from the SSN module to validate the ClaimId entered in the IVR. If the SSN was not provided or invalid, then this module invokes a Lambda to trigger an API call to backed to fetch associated data. |
| DI-Auth-LDW | This module contains a Lex bot that asks for Last Day Worked. The input is verified with the payload received from the SSN or the Claim Id modules. |
| DI-Auth-DOB | This module contains a Lex bot that asks for Date of Birth. The input is verified with the payload received from the SSN or the Claim Id modules. |
| DI-Auth-WBA | This module contains a Lex bot that asks for Date of Birth. The input is verified with the payload received from the SSN or the Claim Id modules. |
| DI-Auth-PhoneNum | This module contains a Lex bot that asks for Phone Number. The input is verified with the payload received from the SSN or the Claim Id modules. |
| DI-Auth-Status | This module gathers the verified and non verified data elements and invokes Lambda, that determines if the condition of 2 Strong and 2 Fair data elements were met. If met, then the overall authentication is flagged Yes, else the authentication is flagged No. |

## TSC Call Flows

Table 5: TSC Impacted Call Flows

|  |  |
| --- | --- |
| **Contact Flow / Modules** | **Description** |
| DI\_TSC\_Callflow | This callflow is the main entry point for calls to the TSC line. It gathers the callers intent and sets the correct queues. |
| DI\_AgentTransfer\_Callflow |  |
| DI\_TSC\_Authentication | This callflow uses Lex Bots to gather the callers SSN, DOB, driver’s license number, and full name to be used by the representative for authentication. |
| DI\_CallDeflection\_Module |  |

## EMP-MED Contact Flows

Table 6: EMP-MED Impacted Contact Flows

| **Contact Flow / Modules** | **Description** |
| --- | --- |
| DI\_SDI\_EMP\_MED\_MainEntry\_Callflow | Entry point for the MED-EMP line – All calls to MED should enter here and reach the other flows. |
| DI\_SDI\_Emp\_Med\_DisabilityInsurance\_CallFlow | Option 1 in the main menu reaches this call flow for callers who need assistance with disability insurance. |
| DI\_SDI\_Emp\_Med\_PFL\_CallFlow | Option 2 in the main menu reaches this call flow for callers that need assistance with paid family leave filing. |
| DI\_SDI\_Emp\_Med\_PFL\_Employer\_CallFlow | Option 1 in the paid family leave menu will reach this flow to handle employers' assistance. |
| DI\_SDI\_Emp\_Med\_PFL\_Physician\_CallFlow | Option 2 in the paid family leave menu will reach this flow to handle physicians' assistance. |
| DI\_SDI\_Med\_AgentTransfer\_Module | Option 0 in the sub-menus in each flow (Disability Insurance or Paid Family Leave) will reach this flow to handle transferring to an agent. From here, we gather information from the customer, Address, Phone Number, Claim ID, etc. |
| DI\_Check\_Holiday | Module that is re-used from a previous release to check if the current date is a holiday or not. |
| DI\_VerificationCode\_Module | Module that is re-used from a previous release to verify the customer is not a bot. |
| DI\_Retry\_Module | Module that is re-used from a previous release to handle retry attempts in multiple sub-menus and menus. |
| DI\_Repeat\_Module | Module that is re-used from a previous release to handle repeat attempts in multiple sub-menus and menus. |
| DI\_CallDeflection\_Module | Module that is re-used from a previous release to check current status of queues and get the EWT. Currently not being used to deflect in EMP-MED, only used for EWT. |

## PSP Call Flows

Table 7: PSP Impacted Call Flows

|  |  |
| --- | --- |
| **Contact Flow / Modules** | **Description** |
| DI\_PSP\_Callflow | This is a new call flow to take incoming calls for the PSP line, determine if the call is coming from an approved phone number, and if so, routes the call to the correct queue based on language selection. |

## Self Service Call Flows

Table 8: EMP-MED Impacted Call Flows

|  |  |
| --- | --- |
| **Contact Flow / Modules** | **Description** |
| 1-DI\_ | Self service flow for claim payment status/instructions |
| DI\_RequiresOnlyZipCode\_Module | Gets zip code from caller and uses lambda with API to provide the nearest branch address to the caller |
| DI\_RequiresWith/WithoutRecieptMenu\_CallFlow | Self service flow for with/without receipt menu paths depending on claim ID status from API. |
| DI\_Receipt\_Callflow | Self service flow that retrieves the receipt number from a given claim ID. |

# Lambdas

## DI\_GetPromptsFromDynamoDB\_Lambda

The DI\_GetPromptsFromDynamoDB\_Lambda function is designed to integrate with AWS Connect to retrieve prompt information from a DynamoDB table based on specific criteria provided during a contact flow event. It dynamically queries DynamoDB for prompts using the contact's channel (e.g., VOICE) and language preference (e.g., en-US for English, es-US for Spanish). If a specific prompt name is provided in the event, the function queries for that particular prompt; otherwise, it retrieves all prompts for the given channel. The retrieved prompt information, which includes the prompt name and the text in the specified language, is then returned in a JSON format, which can be used by AWS Connect to guide interactions with users. This Lambda function enhances the dynamism and flexibility of contact flows by providing language and channel-specific responses directly from a database.

##### Inputs:

Table 9: GetPromptsFromDynamoDB Lambda Inputs

| Service Name | Pattern |  | Disability Insurance |
| --- | --- | --- | --- |
| Channel | VOICE/CHAT | String | mandatory |
| DI\_Language | en-US/es-US | String | optional |
| PromptName |  | String | optional |

##### Code Sample:

A screenshot of a computer program

Description automatically generated

Figure 6: Input Code Sample

##### Outputs:

Output will return:

{

"PromptName": "<speak>Prompt here</speak>"

}

##### Output Sample:

A close up of a text

Description automatically generated

##### Environment Variable:

TABLE\_NAME: DI\_Prompts\_DB

## DI\_GetRandomNumber\_Lambda

The DI\_GetRandomNumber\_Lambda function is designed to integrate with DI\_VerificationCode\_Module to retrieve 4-digit random number that will be used to validate a caller is not bot but an actual person.

##### Inputs:

N/A

##### Output Sample:

A black text on a white background

Description automatically generated

## DI\_GetLanguageBasedOnDNIS\_Lambda

The DI\_GetLanguageBasedOnDNIS\_Lambda function is designed to integrate with DI\_VerificationCode\_Module to retrieve the DNIS from Details.ContactData.SystemEndpoint.Address of the incoming payload from the ContactFlow and use that DNIS to query the DI\_DNIS\_DB table and then returns the Language back to the flow.

##### Inputs:

Contact Flow

##### Sample Outputs:

A black background with white text

Description automatically generated

##### Environment Variable:

TABLE\_NAME: DI\_DNIS\_DB

## DI\_GetHolidayStatus\_Lambda

The DI\_GetHolidayStatus\_Lambda function is designed to get holiday status and holiday message from DynamoDB.

##### Inputs:

n/a

##### Sample Outputs:

A black background with white text

Description automatically generated

##### Environment Variable:

Time Zone: America/Los\_Angeles

## DI\_IntentInfoLookup\_Lambda

The DI\_IntentInfoLookup\_Lambda function is designed to integrate with AWS Connect to retrieve prompt information from a DynamoDB table based on specific criteria provided during a contact flow event. It dynamically queries DynamoDB for the intent using the contact's channel (e.g., VOICE) and language preference (e.g., en-US for English, es-US for Spanish). If a specific Intent and Language is provided in the event, the function queries for that intent and infromation. The retrieved intent information returns with two attributes. The VM\_Number, this is a phone number that will direct the call to a certain voicemail number. The second is the disposition code. These are returned as a JSON format, which can be used by AWS Connect to guide interactions with users. This Lambda function enhances the dynamism and flexibility of contact flows by providing specific responses directly from a database to help guide the flow.

##### Inputs:

Table 10: DI\_IntentInfoLookup\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| Intent | What type of call | String | Mandatory |
| DI\_Language | Language | String | Mandatory |

##### Input Sample:

A screen shot of a computer

Description automatically generated

##### Outputs:

Table 11: DI\_IntentInfoLookup\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| VM\_Number | Number for Voicemail to dial. | String |
| DispositionCode | Disposition Code | String |

##### Output Sample:

A screen shot of a computer code

Description automatically generated

##### Environment Variable:

TABLE\_NAME: DI\_IntentInfo\_DB

## DI\_GetUserAuthInfo\_Codehook\_Lambda

The DI\_GetUserAuthInfo\_Codehook\_Lambda function is designed to integrate with Amazon Lex to provide validation for the correct format of social security numbers, zip codes, and date of birth entered or spoken by the caller.

##### Inputs:

Table 12: DI\_GetUserAuthInfo\_Codehook\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| interpretedValue | Slot value interpreted by the Lex bot | AMAZON.Number | interpretedValue |

##### Input Sample:

A computer screen shot of text

Description automatically generated

##### Outputs:

Table 13: DI\_GetUserAuthInfo\_Codehook\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| sessionAttributes | Attributes provided by Connect | Dictionary |
| intent | The intent interpreted by the Lex bot | Dictionary |
| dialogAction | The action the Lex bot should perform (i.e. Delegate, Close) | Dictionary |
| state | State of the dialog (i.e. InProgress, Fulfilled, Failed) | Dictionary |

##### Output Sample:

A computer screen shot of text

Description automatically generated

## DI\_ SetDispositionCode\_Lambda

The DI\_SetDispositionCode\_Lambda function is designed to update CTRs received by a Kinesis Firehose stream with the Disposition Code set by the agent in Salesforce. When the record is received, the function queries the Salesforce API with the contactId to get the Disposition Code, and then executes the update\_contact\_attributes Connect API to update the CTR.

##### Inputs:

Table 14: DI\_SetDispositionCode\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| ContactId | Connect contact id | String | Mandatory |

##### Input Sample:

A screenshot of a computer code

Description automatically generated

##### Outputs:

N/A

##### Environment Variable:

INSTANCE\_ID: <Connect Instance ID>

INSTANCE\_URL: <Salesforce instance URL>

SALESFORCE\_ENDPOINT: /services/data/v59.0/query/

SECRET\_NAME: SalesforceCredentials

USERNAME: <Salesforce API username>

## DI\_IntentInfoLookup\_Lambda

The DI\_IntentInfoLookup\_Lambda function is designed to integrate with AWS Connect to retrieve prompt information from a DynamoDB table based on specific criteria provided during a contact flow event. It dynamically queries DynamoDB for the intent using the contact's channel (e.g., VOICE) and language preference (e.g., en-US for English, es-US for Spanish). If a specific Intent and Language is provided in the event, the function queries for that intent and information. The retrieved intent information returns with two attributes. The VM\_Number, this is a phone number that will direct the call to a certain voicemail number. The second is the disposition code. These are returned as a JSON format, which can be used by AWS Connect to guide interactions with users. This Lambda function enhances the dynamism and flexibility of contact flows by providing specific responses directly from a database to help guide the flow.

##### Inputs:

Table 15: DI\_IntentInfoLookup\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| Intent | What type of call | String | Mandatory |
| DI\_Language | Language | String | Mandatory |

##### Input Sample:

A screen shot of a computer

Description automatically generated

##### Outputs:

Table 16: DI\_IntentInfoLookup\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| VM\_Number | Number for Voicemail to dial | String |
| DispositionCode | Disposition Code | String |

##### Output Sample:

A screen shot of a computer code

Description automatically generated

##### Environment Variable:

TABLE\_NAME: DI\_IntentInfo\_DB

##### DI\_EncryptPII\_Lambda

The DI\_EncryptPII\_Lambda function is desinged to integrate with Amazon Connect to encrypt the caller’s social security number and date of birth.

##### Inputs:

Table 17: DI\_EncryptPII\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| ssn | Social Security Number | String | Mandatory |
| dob | Date of Birth | String | Mandatory |

##### Input Sample:

A screenshot of a computer program

Description automatically generated

##### Outputs:

Table 18: DI\_EncryptPII\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| statusCode | Status code indicating if encryption was successful or not (i.e. 200, 400) | Integer |
| ssn | Encrypted ssn | String |
| dob | Encrypted dob | String |

##### Output Sample:

A black text on a white background

Description automatically generated

Environment Variable:

PUBLIC\_KEY: sfdc

## DI\_SelfServiceAuth\_Lambda

The DI\_SelfServiceAuth\_Lambda function is designed to integrate with AWS Connect to facilitate secure API calls to the SDIO database. This Lambda function receives either an SSN or ClaimIDNumber and handles the provided input by calling the SDIO endpoint API. The function is equipped to handle various scenarios, including successful data retrieval, empty results, or database server downtime, ensuring secure and efficient processing of user requests and return the response to amazon connect.

**Inputs:**

Table 19: DI\_SelfServiceAuth\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| SSN | Social Security Number the caller provided. | String | Mandatory |
| ClaimIDNumber | ClaimID Number the caller provided. | String | Mandatory/Optional |
| ProgramID | Program name | String | Mandatory |

##### Input Sample:

A screen shot of a computer code

Description automatically generated

##### Outputs:

Table 20: DI\_SelfServiceAuth\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| statusCode | HTTP status code | String |
| myEDDUniqueNumber | Unique EDD number | String |
| SSN | Social Security Number | String |
| DateOfBirth | Date of Birth | String |
| PhoneNumber | Contact phone number | String |
| ZipCode | Postal ZIP code | String |
| UniqueNumber | Unique identifier | String |
| claims | List of claim details | Array |
| └── ClaimIDNumber | Claim ID number | String |
| └── LastDayWorked | Date of last day worked | String |
| └── WeeklyBenefitAmount | Weekly benefit amount | Float |

##### Output Sample:

A computer screen shot of a computer code

Description automatically generated

##### Environment Variable:

Auth\_Endpoint - <SDIO API URL>

EDD\_API\_PRIVATE\_CERT - <Private key directory>

EDD\_API\_PUBLIC\_CERT - <Public key directory>

RequestorID - <Request ID role name>

user\_key - <user key in hash>

## DI\_SelfServiceAuthValidation\_Lambda

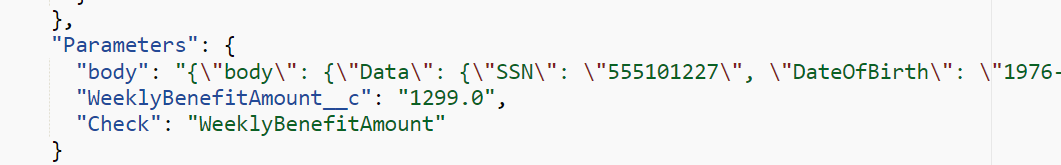
The DI\_SelfServiceAuthValidation\_Lambda function is designed to work in conjunction with AWS Connect and Lex to validate critical user-provided data during customer interaction. It processes input such as SSN, Date of Birth, Phone Number, and ClaimIDNumber by parsing and validating these details against provided parameters. The function efficiently handles various validation scenarios, ensuring that the data matches predefined criteria. It supports multiple validation types, including Claim ID, Last Day Worked, and Weekly Benefit Amount, returning either a "Pass" or "Fail" status based on the correctness of the data. The validated data, along with the status, is returned in a structured response, allowing for seamless and secure data verification during the interaction with the customer. This Lambda function ensures that only accurate and authenticated data is processed, contributing to the integrity of the customer service operation.

##### Inputs:

Table 21: DI\_SelfServiceAuthValidation\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| SSN | Social Security Number the API provided. | String | Mandatory/Optional |
| ClaimIDNumber | ClaimID Number the API provided. | String | Mandatory/Optional |
| DateOfBirth | Date of Birth the API provided. | String | Mandatory/Optional |
| PhoneNumber | Phone Number the API provided. | String | Mandatory/Optional |
| ZipCode | Zip Code the API provided. | String | Mandatory/Optional |
| UniqueNumber | Unique Number the API provided. | String | Mandatory/Optional |
| LastDayWorked | The last day worked the API provided. | String | Mandatory/Optional |
| xxxxxxxxx\_c | Strong or Fair given by caller. | String | Mandatory |
| Check | The parameter to check. | String | Mandatory |

##### Input Sample:



##### Outputs:

Table 22: DI\_SelfServiceAuthValidation\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| statusCode | HTTP status code | String |
| WeeklyBenefitAmountVerified\_\_c | Weekly benefit amount verification status | String |
| WeeklyBenefitAmount\_LOB\_\_c | Verified weekly benefit amount | String |
| SSN | Social Security Number | String |
| DateOfBirth | Date of Birth | String |
| PhoneNumber | Contact phone number | String |
| ZipCode | Postal ZIP code | String |
| UniqueNumber | Unique identifier | String |
| Claims | List of claim details | Array |
| └── ClaimIDNumber | Claim ID number | String |
| └── LastDayWorked | Date of last day worked | String |
| └── WeeklyBenefitAmount | Weekly benefit amount | Float |

##### Output Sample:

A computer code with black text

Description automatically generated

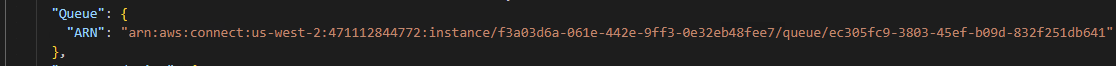
##### Environment Variable:

None.

## DI\_GetQueueConfig\_Lambda

The DI\_GetQueueConfig\_Lambda function gets queue configuration information from a DynamoDB table based on a queue ARN provided in the invocation event.

##### Input Sample:

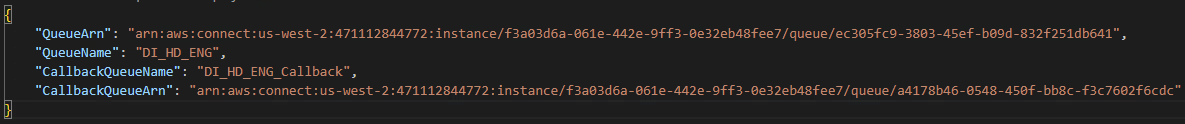


##### Outputs:

Table 23: DI\_GetQueueConfig\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| QueueArn | Current queue ARN | String |
| QueueName | Current queue name | String |
| CallbackQueueName | Name of corresponding callback queue | String |
| CallbackQueueArn | ARN of corresponding callback queue | String |

##### Output Sample:



##### Environment Variable:

DYNAMO\_TABLE: DI\_Queue\_Config\_DB

LOG\_LEVEL: ERROR

## DI\_RemoveDispositionCodeUnderscores\_Lambda

The DI\_RemoveDispositionCodeUnderscores\_Lambda function is designed to work in conjunction with AWS Connect to take in the DispositionCode\_\_c attribute and replace all underscores with spaces to be displayed in the agent console.

##### Inputs:

Table 24: DI\_RemoveDispositionCodeUnderscores\_Lambda Inputs

|  |  |  |  |
| --- | --- | --- | --- |
| Param Name | Description | Type | Mandatory/Optional |
| DispositionCode\_\_c | The disposition code with underscores | String | Mandatory |

##### Input Sample:

A computer code with text

Description automatically generated

##### Outputs:

Table 25: DI\_RemoveDispositionCodeUnderscores\_Lambda Outputs

|  |  |  |
| --- | --- | --- |
| Param Name | Description | Type |
| DispositionCode\_\_c | The disposition code with spaces | String |

##### Output Sample:

A black text on a white background

Description automatically generated

##### Environment Variable:

None

## DI\_PSP\_ApprovedAni\_Lambda

The DI\_PSP\_ApprovedAni\_Lambda function is designed to work in conjunction with AWS Connect and DynamoDB to verify that the call coming in is from an approved service location for accessing the PSP lines. The location phone numbers, their approval status, and associated ARU are stored in a DynamoDB table. The lambda looks up this information with the auto-generated customer endpoint address attribute and returns the approval status for the phone number and the associated ARU if available. The information provided by this lambda will be used for determining if a call is routed to queue for PSP or abandoned.

Inputs:

None

##### Input Sample:

A computer code with numbers and text

Description automatically generated

##### Outputs:

Table 26: DI\_PSP\_ApprovedAni\_Lambda Outputs

|  |  |  |
| --- | --- | --- |
| Param Name | Description | Type |
| approvedAni | Whether the ANI was found and marked approved in the table | String |
| ARU | The ARU found in the table | String |

##### Output Sample:

A white background with black text

Description automatically generated

##### Environment Variable:

## DI\_ValidateAddress\_Codehook\_Lambda

This lambda acts as a codehook for the Amazon Lex bot DI\_GetAddress and consists of seven different files for handling the lex’s intents. It validates full addresses as well as PO boxes sent from the lex bot as slot values in the invocation event. The function can handle various utterances from the Lex bot, including 'my address is {FullAddress}' and '{POBoxStreetNum} {POBoxStreetName} P.O. box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}', as well as 'P.O. box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}’.

##### Inputs:

Table 27: DI\_ValidateAddress\_CodeHook\_Lambda Inputs

| Param Name | Description | Type | Mandatory/Optional |
| --- | --- | --- | --- |
| intent | Intent invoked from lex bot | Object | Mandatory |
| POBoxNum | Number for PO box | String | Optional |
| POBoxState | State PO box is in | String | Optional |
| FullPOBox | Full PO Box Address | String | Optional |
| POBoxStreetName | Street name of PO box | String | Optional |
| POBoxCity | City of PO Box | String | Optional |
| POBoxStreetNum | Street number for PO box | String | Optional |
| POBoxZip | Zip code of PO box | String | Optional |
| StreetName | Street of address | String | Optional |
| SpelledStreetName | Street of address if spelled out when entered | String | Optional |
| FullAddress | Full caller address | String | Optional |
| StreetAddressNumber | Street number | String | Optional |
| ZipCode | Zip code of address | String | Optional |
| sessionAttributes | Attributes associated with this lex session | Object | Optional |

##### Input Sample:

A screen shot of a computer code

Description automatically generatedA computer code with text

Description automatically generatedA white background with black and white text

Description automatically generated

Table 28: DI\_ValidateAddress\_CodeHook\_Lambda Outputs

|  |  |  |
| --- | --- | --- |
| Param Name | Description | Type |
| intent | Intent invoked from lex bot | Object |
| sessionAttributes | Attributes associated with this lex session | Object |

##### Output Sample:

{  
 "messages": [  
 {  
 "contentType": "SSML",  
 "content": "<speak> </speak>"  
 }  
 ],  
 "requestAttributes": {  
 "x-amz-lex:accept-content-types": "PlainText,SSML",  
 "x-amz-lex:channels:platform": "Connect"  
 },  
 "sessionState": {  
 "activeContexts": [],  
 "intent": {  
 "confirmationState": "Confirmed",  
 "name": "ValidateAddress",  
 "slots": {  
 "StreetName": null,  
 "SpelledStreetName": null,  
 "FullAddress": {  
 "shape": "Scalar",  
 "value": {  
 "originalValue": "seventeen sixty eight bromley cord",  
 "resolvedValues": [],  
 "interpretedValue": "seventeen sixty eight bromley cord"  
 }  
 },  
 "StreetAddressNumber": null,  
 "ZipCode": {  
 "shape": "Scalar",  
 "value": {  
 "originalValue": "nine five nine six one",  
 "resolvedValues": [  
 "95961"  
 ],  
 "interpretedValue": "95961"  
 }  
 }  
 },  
 "state": "Fulfilled"  
 },  
 "sessionAttributes": {  
 "DI\_Retry\_3": "<speak>Sorry, I'm having trouble understanding right now. </speak>",  
 "DI\_Retry\_1": "<speak>Sorry, I didn't get that. Let's try again.</speak>",  
 "DI\_SDI\_Med\_Get\_SpelledStreetName": "<speak>Spell the name of the street</speak>",  
 "DI\_Retry\_2": "<speak>Sorry, I still didn't get that. Let's try one more time.</speak>",  
 "DI\_SDI\_Med\_Get\_StreetAddress\_Retry\_2": "<speak>Sorry, I was not able to understand your address.</speak>",  
 "city\_municipality": "Olivehurst",  
 "DI\_SDI\_Med\_Get\_StateName": "<speak>Say the State</speak>",  
 "DI\_SDI\_Med\_Get\_StreetName": "<speak>Say the name of your street</speak>",  
 "DI\_SDI\_Med\_Get\_FullAddress\_Retry\_1": "<speak>Sorry, I didn't get that. Let's try again. Say your work address.</speak>",  
 "DI\_SDI\_Med\_Get\_StreetAddressNumber\_Retry\_1": "<speak>Say the street address number</speak>",  
 "DI\_SDI\_Med\_Get\_FullAddress\_Retry\_2": "<speak>Sorry, I still didn't get that. Let's try one more time. Say your work address.</speak>",  
 "zip\_complete": "true",  
 "street": "Bromley Ct",  
 "DI\_SDI\_Med\_Get\_StreetAddress\_Retry\_1": "<speak>I didn't get that, please tell me your street address, including the number and the street.</speak>",  
 "suggested\_address\_1": "1768 Bromley Ct, Olivehurst, CA, 95961, USA",  
 "DI\_SDI\_Med\_Get\_FullAddress": "<speak>Say your work address.</speak>",  
 "DI\_SDI\_Med\_Get\_StreetName\_Retry\_1": "<speak>Say the name of your street</speak>",  
 "x-amz-lex:audio:end-timeout-ms:\*:\*": "1000",  
 "x-amz-lex:audio:max-length-ms:\*:\*": "15000",  
 "DI\_SDI\_Med\_Get\_StreetAddress": "<speak>OK, what's your street address?</speak>",  
 "x-amz-lex:dtmf:end-timeout-ms:\*:\*": "4000",  
 "DI\_SDI\_Med\_Confirm\_EmployerAddress": "<speak>The address you provided was <say-as interpret-as=\"address\">$.Attributes.EmployerAddress\_\_c</say-as>. Is this correct? Say yes, or press 1. Say no, or press 2.</speak>",  
 "subRegion": "Yuba County",  
 "DI\_SDI\_Med\_Get\_POBoxNumber": "<speak>Say the PO Box number</speak>",  
 "possible\_match": "True",  
 "inputAddress": "1768 bromley cord",  
 "DI\_SDI\_Med\_Get\_SpelledStreetName\_Retry\_1": "<speak>Spell the name of the street</speak>",  
 "state\_province": "California",  
 "DI\_SDI\_Med\_Get\_ZipCode": "<speak>Say or enter the zip code</speak>",  
 "resolvedAddress": "1768 Bromley Ct, Olivehurst, CA, 95961, USA",  
 "DI\_SDI\_Med\_Get\_ZipCode\_Retry\_2": "<speak>Say or enter the zip code</speak>",  
 "DI\_SDI\_Med\_Get\_ZipCode\_Retry\_1": "<speak>Say or enter the zip code</speak>",  
 "DI\_SDI\_Med\_NoMatch\_StreetAddressNumber": "<speak>Say the street address number</speak>",  
 "DI\_SDI\_Med\_Get\_CityName": "<speak>Say the name of your city</speak>",  
 "addressNumber": "1768",  
 "postal\_code": "95961-8955",  
 "addressConfirmed": 1  
 },  
 "dialogAction": {  
 "type": "Close"  
 }  
 }  
 }

## DI\_ARNLookup\_Lambda

The DI\_ARNLookup\_Lambda function is designed to integrate with Amazon Connect to retrieve the ARN of the call flow to be transferred to using the name of the current flow. This is to resolve circular dependency issues found during deployments. For example, when a caller navigates from the MainEntry flow to another flow and then wants to go back to the previous menu. The Lambda queries a DynamoDB table using the flow name as the partition key to retrieve the flow ARN.

##### Inputs:

Table 29: DI\_ARNLookup\_Lambda Inputs

|  |  |  |  |
| --- | --- | --- | --- |
| Param Name | Description | Type | Mandatory/Optional |
| CallFlow | Name of current call flow | String | Mandatory |

##### Input Sample:

A screen shot of a computer program

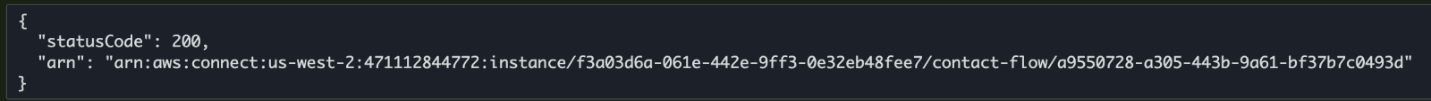
Description automatically generated

##### Outputs:

Table 30: DI\_ARNLookup\_Lambda Outputs

|  |  |  |
| --- | --- | --- |
| Param Name | Description | Type |
| statusCode | Status code indicating if record was found (i.e. 200, 404) | String |
| arn | ARN of flow | String |

##### Output Sample:



Environment Variable:

TABLE\_NAME: DI\_CallFlowARNLookup\_DB

## DI\_QueueDeflection\_Lambda

The DI\_QueueDeflection\_Lambda function is designed to integrate with Amazon Connect and is used to determine if a call should be deflected based on various metrics including the number of contacts in the main and callback queues, number of agents staffed, number of agents in a non-productive status, number of agents available, EWT short, EWT long, and time of day. The Lambda also queries the DI\_Call\_Deflection\_DB table to get historical metrics and real-time metrics. The real-time metrics from the table are used in the event the metrics are not available from the contact flow.

##### Inputs:

Table 31: DI\_QueueDeflection\_Lambda Inputs

|  |  |  |  |
| --- | --- | --- | --- |
| Param Name | Description | Type | Mandatory/Optional |
| numContacts | Number of contacts in queue | String | Mandatory |
| numCallbackContacts | Number of callbacks in queue | String | Mandatory |
| numStaffed | Count of agents staffed | String | Mandatory |
| numNonProductive | Count of agents in non-productive | String | Mandatory |
| numAvailable | Count of agents available | String | Mandatory |
| ewtIntervalShort | Estimated wait time derived from aht\_valueShort | String | Mandatory |
| ewtIntervalLong | Estimated wait time derived from aht\_valueLong | String | Mandatory |
| includePreQueue | Pre-queue metrics will be included if set to True (i.e. count of current calls in Auth module) | String | Mandatory |
| QueueArn | ARN of the queue | String | Mandatory |

##### Input Sample:

A screen shot of a computer

Description automatically generated

Table 32: DI\_QueueDeflection\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| ContactId | Contact ID | String |
| HistoricalMeanAHT | Historical average handle time | Float |
| TwoSDAHT | 2 times the standard deviation for average handle time | Float |
| aht\_valueLong | Average handle time in last 15 minutes | Float |
| aht\_valueShort | Average handle time in last 5 minutes | Float |
| num\_agents\_non\_productive | Count of agents in non-productive | Integer |
| num\_agents\_staffed | Count of agents staffed | Integer |
| num\_contacts\_in\_queue | Count of contacts in queue | Integer |
| EWTShort | Estimated wait time derived from aht\_valueShort | Float |
| EWTLong | Estimated wait time derived from aht\_valueLong | Float |
| ewt\_prompt | EWT value that will be played to the caller | Integer |
| MinutesUntilOfficeCloseTime | Number of minutes until office is closed | Float |
| preventCallback | Prevents callbacks from happening toward end of day if set to True | Boolean |
| callDeflectedEOD | Call will be deflected towards end of day if set to True | Boolean |
| callDeflected | Call will be deflected if set to True | Boolean |
| includePreQueue | Pre-queue metrics will be included if set to True (i.e. count of current calls in Auth module) | Boolean |

##### Output Sample:

[INFO] 2024-09-26T22:46:45.921Z 277122de-cc77-4f0f-8488-73d18591051f Result: {'ContactId': '8206910c-84ff-4376-bf12-e6ca61f38ee9', 'HistoricalMeanAHT': 783.5, 'TwoSDAHT': Decimal('67.5'), 'aht\_valueLong': Decimal('600'), 'aht\_valueShort': Decimal('600'), 'num\_agents\_non\_productive': Decimal('0'), 'num\_agents\_staffed': Decimal('0'), 'num\_contacts\_in\_queue': Decimal('1'), 'EWTShort': Decimal('1200'), 'EWTLong': Decimal('1200'), 'ewt\_prompt': 20, 'MinutesUntilOfficeCloseTime': 68.0, 'preventCallback': False, 'callDeflectedEOD': False, 'callDeflected': True, 'includePreQueue': 'True'}

Environment Variable:

CLOSING\_TIME\_CALLBACK: 16:30

CLOSING\_TIME\_LIVE: 16:55

DYNAMO\_TABLE: DI\_Call\_Deflection\_DB

## DI\_Get\_Nearest\_Office\_Lambda

This lambda is designed to take a zip code provided by the caller, and run it against an API to get the nearest office location in California and return it to the flows to play it to the customer.

##### Inputs:

Zip

##### Input Sample:

A screenshot of a computer code

Description automatically generated

##### Outputs:

Table 33: DI\_Get\_Nearest\_Office\_Lambda Outputs

|  |  |  |
| --- | --- | --- |
| Param Name | Description | Type |
| OfficeName | Name of the office found nearest to the zip code provided – Currently not used in the prompts or anything else. | String |
| OfficeAddress | The full address of the office returned from the API – Parsed in the lambda into a single string. | String |

##### Output Sample:

A close-up of a logo

Description automatically generated

##### Environment Variable:

API\_TOKEN: MUfrT9H78hSsTkY8QshLpP0o2tGAvIgUSp83Vfygo7KV8joof5mp0HK6XtzRFE/iCrH3DD0imPV7B4MXgXvb2A==

USER\_ID: gl35aQhTVcd81k1

TABLE\_NAME: DI\_ZipCodeOfficeMapping\_DB

## DI-SelfService\_ClaimPaymentStatus\_Lambda

This lambda is designed to take the claim ID provided by the caller through the flows, and lookup the caller’s claim and payment status to provide the flow with instructions (from dynamo) and next steps for the caller.

##### Inputs:

DIClaimIDNumber\_\_c

ProgramID

Language

##### Input Sample:

A screenshot of a computer code

Description automatically generated

##### Outputs:

Table 34: DI\_SelfService\_ClaimPaymentStatus\_Lambda Outputs

| Param Name | Description | Type |
| --- | --- | --- |
| statusCode | Status of the lambda invocation – 200 means success like usual | Integer |
| Instruction | The prompt to play to the customer representing the status of their current claim/payment. Played from the flows currently | String |
| nextModule | Used from the flows to determine the next step, and which flow to send them to next. | String |
| ClaimStatus | Current status of the caller’s claim. | String |
| ClaimStage | The current stage of their claim (Initial, processed, etc.) | String |
| 2501PartAReceived | Whether or not a file has been received by the EDD? Not certain. | String |
| ClaimMatchedDate | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| RecoveryDate | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| ReturnToWorkDate | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| ReceiptNumber | Returned from the API and played to the caller, assuming the next step is receipt, or they are requesting it. | String |
| MBA | Monthly Benefit Amount? Can’t remember if that’s the correct full attribute name, but it returns as MBA. Usually replaced into a instruction prompt, or loaded into the salesforce page. | Integer |
| QRTWGSBegin | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| QRTWGSEnd | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| PMTIssueDT | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| PMTIssueAmount | Dollar amount for the PMT issue. | Integer |
| BeginPaymentPeriod | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| EndPaymentPeriod | Date value from the API that we place into the instruction attribute as well. Used from the flows as a salesforce attribute as well. | String |
| PaymentStatusCode | Status of the caller’s payment. | String |

##### Output Sample:

A screenshot of a computer program

Description automatically generated

##### Environment Variable:

Auth\_Endpoint - <API URL>

EDD\_API\_PRIVATE\_CERT - <Private key directory>

EDD\_API\_PUBLIC\_CERT - <Public key directory>

RequestorID - <Request ID role name>

user\_key - <user key in hash>

ENVIRONMENT - <Environment name – Dev, Prod, UAT, etc.>

PUBLIC\_KEY – sfdc – Might be unique per env, not sure.

TABLE\_NAME - DI\_SelfService\_ClaimPayment\_Instruction\_DB

# Lex Bots

Amazon Lex Bots are conversational interfaces powered by Artificial Intelligence (AI) that converts speech to text. For the initial release, the lex bots contain *utterances*, or variations of phrases that a claimant might use. AI will enable the lex bots to get smarter and recognize more claimant utterances over time.

Table 35: Lex Bots with Intents and Utterances

| Lex Bot | Intent | Sample English Utterances | Sample Spanish Utterances |
| --- | --- | --- | --- |
| GetLanguageBasedOnDNIS\_Lambda | Eligibility | Am I eligible for disability insurance  Do I qualify for DI  Can I get disability insurance  what are the requirements for disability  Am I eligible  how do I know if I am eligible  do I qualify for benefits  eligible  eligibility benefits  am I eligible for benefits  who is eligible  Eligibility for SDI  can I get disability from the state  1  one  eligibility | ¿Soy elegible para el seguro de incapacidad?  ¿Califico para el DI?  ¿Puedo obtener un seguro de incapacidad?  ¿Cuáles son los requisitos para la incapacidad?  ¿Soy elegible?  ¿Cómo sé si soy elegible?  ¿Califico para beneficios?  Elegible  Beneficios de elegibilidad  ¿Soy elegible para beneficios?  ¿Quién es elegible?  Elegibilidad para SDI  ¿Puedo obtener incapacidad del estado?  1  uno  Elegibilidad |
|  | FilingClaim | DI Claim  My claim  claim  I have a claim  where is my claim?  SDI benefits claim  has my claim been received  What's the status of my claim  received a claim  No I have claim  how long does a DI claim take to process  My claim?  Are claims being paid now by EDD  2  Two  apply | Solicitud de DI  Mi solicitud  Solicitud  Tengo una solicitud  ¿Dónde está mi solicitud?  Solicitud para beneficios de SDI  ¿Han recibido mi solicitud?  ¿Cuál es el estado de mi solicitud?  Recibí una solicitud  No, tengo una solicitud  ¿Cuánto tiempo tarda en procesarse una solicitud de DI?  ¿Mi solicitud?  ¿Ya se están pagando los beneficios de las solicitudes del EDD?  2  Dos  Aplicar |
|  | Appeal | I want to appeal a disqualification  My claim was disqualified how do I appeal  appeal a determination  i would like to appeal a decision  i should not have been disqualified how do I appeal  how do I file an appeal for SDI claim  appeal  file appeal  how long do I have to appeal  where do I go to file an appeal  3  three | Quiero apelar una descalificación  Mi solicitud fue descalificada, ¿cómo apelo?  Apelar una determinación  Quisiera apelar una decisión  No debería haber sido descalificado, ¿cómo apelo?  ¿Cómo presento una apelación para una solicitud de SDI?  Apelación  Presentar apelación  ¿Cuánto tiempo tengo para presentar una apelación?  ¿A dónde voy para presentar una apelación?  3  tres |
|  | FamilyMedicalLeave | I'm missing work to take care of my mom, can I receive DI payments?  Everyone in my house is sick so I'm staying home to look after them. Is there anything the state can do to cover my lost  what type of claim should I file for if I have to take care of dad with covid  I am home caring for elderly parents what type of claim should I file  can I get some type of payments if I am taking care of a sick family member  can you get SDI if taking care of sick parents  can I get benefits if I am taking care of someone with covid  4  four  FMLA | Estoy faltando al trabajo para cuidar a mi madre enferma, ¿puedo recibir pagos del Seguro de Incapacidad?  Todos en mi casa están enfermos, así que me estoy quedando en casa para cuidar de ellos. ¿Hay algo que el estado pueda hacer para cubrir mis sueldos perdidos?  Creo que mi esposo contrajo el Coronavirus, por lo que me estoy quedando en casa para cuidarlo. ¿Puedo recibir un pago por incapacidad?  ¿Qué tipo de solicitud debo presentar si tengo que cuidar a mi padre con COVID?  Estoy en casa cuidando a mis padres ancianos, ¿qué tipo de solicitud debo presentar?  ¿Puedo recibir algún tipo de pagos si estoy cuidando a un familiar enfermo?  ¿Puedo recibir SDI si estoy cuidando a mis padres enfermos?  ¿Puedo obtener beneficios si estoy cuidando a alguien con COVID?  ¿Qué beneficios están disponibles si un familiar está enfermo y debo faltar al trabajo para cuidarlo?  4  cuatro  F M L A |
|  | Repeat | \*  star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | Agent | 0  zero  Zero  Agent  I want to speak with an agent  I want to speak with a representative  representative | 0  cero  Cero  agente  Agente  representante  Representante |
|  | PreviousMenu | 9  nine  Nine  Previous Menu | 9  Nueve  Menú anterior |
|  | CatchAll | 5  five  6  six  7  seven  8  eight | 5  cinco  6  seis  7  siete  8  ocho |
| DI\_BenefitPayment\_Bot | Status | What is the status of my DI claim  can I have an update on my DI claim  claim status  what is the status of my claim  is my claim still processing  where can I go for claim status  what is going on with my claim  what is my claim status  check status  claim update  am I approved  need status  I need an update on my claim  1  one  status | ¿Cuál es el estado de mi solicitud de incapacidad?  ¿Puedo obtener una actualización sobre mi solicitud de incapacidad?  Estado de la solicitud  ¿Cuál es el estado de mi solicitud?  ¿Mi solicitud aún está en proceso?  ¿Dónde puedo consultar el estado de mi solicitud?  ¿Qué está sucediendo con mi solicitud?  Verificar estado  Actualización de la solicitud  ¿Estoy aprobado?  Necesito conocer el estado  Necesito una actualización sobre mi solicitud  1  uno  estado  estatus |
|  | CopyOfPayment | I need my letter of exhaustion  Where is my exhaustion letter  When am I getting my letter of exhaustion  When should I receive exhaustion letter  Why haven't I received exhaustion letter  i need my letter of exhaustion  how do I get a copy of exhaustion letter  i need proof of payment history  where do I go to get document of payment history  i need you to send me proof of exhaustion of benefits  2  two  copy of payment  payment copy | Necesito mi carta de agotamiento.  ¿Dónde está mi carta de agotamiento?  ¿Cuándo recibiré mi carta de agotamiento?  ¿Cuándo debería recibir la carta de agotamiento?  ¿Por qué no he recibido la carta de agotamiento?  ¿Cómo puedo obtener una copia de la carta de agotamiento?  Necesito un comprobante del historial de pagos.  ¿Dónde puedo obtener un documento del historial de pagos?  Necesito que me envíen una prueba del agotamiento de los beneficios.  2  dos  Copia de pago |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | CatchAll | 3  three  4  four  5  five  6  six  7  seven  8  eight  0  zero | 3  tres  4  cuatro  5  cinco  6  seis  7  siete  8  ocho  0  cero |
| DI\_BenefitsOnLineFiling\_Bot | ClaimFromByMail | paper application  claim form by mail  I need claim forms  EDD is unable to validate my information on line, so I have to file the paper form, what is the fastest way to get the DE2501  How do I get an Edd claim from for disability insurance?  i need a printed claim form to fill out  can you mail me a paper claim form  can I order a paper claim form  how do I get a paper claim form  i need a paper form mailed to me  how to get paper claim forms  1  one  application | formulario de solicitud en papel  formulario de reclamo por correo  Necesito formularios de reclamo  ¿Dónde puedo obtener los formularios de reclamo?  El EDD no puede validar mi información en línea, así que tengo que presentar el formulario en papel, ¿cuál es la forma más rápida de obtener el DE2501?  ¿Cómo obtengo un formulario de reclamo del EDD para el seguro por incapacidad?  necesito un formulario de reclamo impreso para completar  ¿Puedes enviarme un formulario de reclamo en papel?  ¿Puedo solicitar un formulario de reclamo en papel?  ¿Cómo puedo obtener un formulario de reclamo en papel?  necesito que me envíen un formulario de papel  cómo obtener formularios de reclamo en papel  1  uno  aplicación |
|  | ContinueBenefit | I need to extend my SDI online  Can my disability benefits extend if I used up my benefits  how do I extend my disability claim  which form do I fill out to extend a disability claim for a patient?  what do I need in order to extend disability benefits  How do I get an extension for my disability benefits  I need to file for an extension of benefits  what do I need to fill out to get benefits extended  how do I extend my claim  where do I find form 2525xx  I need to continue my benefits  how do I continue getting benefits  2  two  continue benefits | Necesito extender mi SDI en línea.  ¿Se pueden extender mis beneficios por incapacidad si los agoté?  ¿Cómo puedo extender mi reclamación por incapacidad?  ¿Qué formulario debo llenar para extender una reclamación por incapacidad para un paciente?  ¿Qué necesito para extender los beneficios por incapacidad?  ¿Cómo puedo obtener una extensión para mis beneficios por incapacidad?  Necesito presentar una solicitud de extensión de beneficios.  ¿Qué debo llenar para extender mis beneficios?  ¿Cómo extiendo mi reclamación?  ¿Dónde encuentro el formulario 2525xx?  Continuar con los beneficios  Necesito seguir recibiendo mis beneficios.  ¿Cómo puedo seguir recibiendo beneficios?  2  dos |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | Agent | 0  zero  Zero  agent  Agent  representative  Representative | 0  cero  Cero  agente  Agente  representante  Representante |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | CatchAll | 3  three  4  four  5  five  6  six  7  seven  8  eight | 3  tres  4  cuatro  5  cinco  6  seis  7  siete  8  ocho |
| DI\_ElectiveCoverage\_Bot | ElectiveCoverage | How does California's Disability Insurance Elective Coverage work for small business owners  What are the criteria for California's Disability Insurance for business owners  Can self-employed people get Disability Insurance in California  What's the minimum profit for Disability Insurance Elective Coverage  Do I qualify for Disability Insurance if my business is not seasonal  How long must my business stay in the Disability Insurance program  What if my business moves out of California  Who can help me apply for Disability Insurance Elective Coverage  What's the contact number for Disability Insurance assistance in California  Is my business eligible for California's Disability Insurance  Self-Employed Coverage  Minimum Profit Requirement  Non-Seasonal Business Eligibility  1  one  elective coverage | ¿Cómo funciona la Cobertura Electiva de Seguro por Incapacidad en California para propietarios de pequeñas empresas?  ¿Cuáles son los criterios para el Seguro por Incapacidad en California para propietarios de negocios? ¿Cómo funciona la Cobertura Electiva de Seguro por Incapacidad en California para propietarios de pequeñas empresas?  ¿Cuáles son los criterios para el Seguro por Incapacidad en California para propietarios de negocios?  ¿Pueden las personas que trabajan por cuenta propia obtener Seguro por Incapacidad en California?  ¿Cuál es la ganancia mínima para la Cobertura Electiva de Seguro por Incapacidad?  ¿Califico para el Seguro por Incapacidad si mi negocio no es estacional?  ¿Por cuánto tiempo debe permanecer mi negocio en el programa de Seguro por Incapacidad?  ¿Qué sucede si mi negocio se muda fuera de California?  ¿Quién puede ayudarme a solicitar la Cobertura Electiva de Seguro por Incapacidad?  ¿Cuál es el número de contacto para asistencia en Seguro por Incapacidad en California?  ¿Es elegible mi negocio para el Seguro por Incapacidad en California?  Cobertura para Trabajadores Independientes  Requisito de Ganancia Mínima  Elegibilidad para Negocios No Estacionales  1  uno  cobertura electiva |
|  | PaymentAmount | what's the weekly benefit amount for california's disability insurance in 2024  how many weeks are disability benefits payable in california  can I get more than $1620 per week from california's disability insurance  what's the minimum disability benefit in california for 2024  how long can I receive disability benefits in california  is there a cap on weekly disability benefits in california  what are the 2024 disability insurance rates in california  how long does california disability insurance pay out  maximum disability benefits in california 2024  what's the lowest disability payment in california  weekly benefits range  maximum weeks  benefit cap  2  two  payment amounts | ¿Cuál es el monto del beneficio semanal para el seguro por incapacidad de California en 2024?  ¿Cuántas semanas se pagan beneficios por incapacidad en California?  ¿Puedo recibir más de $1620 por semana del seguro por incapacidad de California?  ¿Cuál es el beneficio por incapacidad mínimo en California para 2024?  ¿Por cuánto tiempo puedo recibir beneficios por incapacidad en California?  ¿Hay un límite en los beneficios semanales por incapacidad en California?  ¿Cuáles son las tasas de seguro por incapacidad en California para 2024?  ¿Por cuánto tiempo paga el seguro por incapacidad de California?  Beneficios máximos por incapacidad en California en 2024  ¿Cuál es el pago de incapacidad más bajo en California?  Rango de beneficios semanales  Semanas máximas  Límite de beneficios  2  Dos  cantidad de pagos |
|  | CoveragePremium | how are premiums calculated for disability insurance elective coverage  quarterly premium notices for california's disability insurance  what happens if I don't file a return each quarter for disability insurance  can failing to file a quarterly return affect my disability benefits  where can I find more information on disability insurance for the self-employed  what to do when no premium is due for california's disability insurance  how does net profit affect my disability insurance premiums  eligibility for disability insurance if I miss filing a return  contact information for california's disability insurance elective coverage questions  signing and returning premium notices for disability insurance  premium calculation  quarterly notices  filing returns  3  three  coverage premiums | ¿Cómo se calculan las primas para la cobertura electiva de seguro por incapacidad?  ¿Cuáles son los avisos de prima trimestrales para el seguro por incapacidad de California?  ¿Qué sucede si no presento una declaración cada trimestre para el seguro por incapacidad?  ¿Puede afectar la falta de presentación de una declaración trimestral mis beneficios por incapacidad?  ¿Dónde puedo encontrar más información sobre el seguro por incapacidad para trabajadores por cuenta propia?  ¿Qué debo hacer cuando no se debe pagar prima alguna para el seguro por incapacidad de California?  ¿Cómo afecta la ganancia neta a mis primas de seguro por incapacidad?  Elegibilidad para el seguro por incapacidad si no presento una declaración  Información de contacto para preguntas sobre la cobertura electiva de seguro por incapacidad en California  Firma y devolución de los avisos de prima para seguro por incapacidad  Cálculo de prima  Avisos trimestrales  Presentación de declaraciones  Tres  Primas de cobertura  3 |
|  | FileAClaim | how long before filing a claim  waiting period for disability claim  file claim before six months?  minimum coverage for claim filing  claim eligibility criteria  filing disability claim process  how to file disability claim  waiting period for claim  when to start filing  how to file claim  filing a claim  claim eligibility  claim filing process  4  four  apply | ¿Cuánto tiempo antes de presentar un reclamo?  Período de espera para el reclamo de discapacidad  ¿Presentar el reclamo antes de seis meses?  Cobertura mínima para la presentación del reclamo  Criterios de elegibilidad para el reclamo  Proceso de presentación del reclamo por discapacidad  ¿Cómo presentar un reclamo por discapacidad?  Período de espera para el reclamo  ¿Cuándo comenzar a presentar el reclamo?  ¿Cómo presentar el reclamo?  Presentación de un reclamo  Elegibilidad para el reclamo  Proceso de presentación del reclamo  4  cuatro  aplicar  solicitar  so-li-si-tar  soh-lee-see-tahr |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | Agent | 0  zero  Zero  agent  Agent  representative  Representative | 0  cero  Cero  agente  Agente  representante  Representante |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | CatchAll | 5  five  6  six  7  seven  8  eight | 5  cinco  6  seis  7  siete  8  ocho |
| DI\_Eligibility\_Bot | CalculatedBenefitPayment | How much are my benefits  What is the estimate of benefits  How much will payments be  What is the estimate of payments  What is the estimate of payment  can I get an estimate of disability benefits  i need an estimate of benefits  is there a calculator to estimate benefits  i need to know how much I will get on disability  can you tell me how much I will get with DI  disability calculator  1  one  calculate benefit payments | ¿Cuánto cuestan mis beneficios?  ¿Cuál es la estimación de los beneficios?  Cuánto serán los pagos  ¿Cuál es la estimación de los pagos?  ¿Puedo obtener una estimación de los beneficios por discapacidad?  Necesito una estimación de beneficios  ¿Hay una calculadora para estimar los beneficios?  Necesito saber cuánto obtendré sobre la discapacidad  ¿Puedes decirme cuánto obtendré con DI?  Calculadora de discapacidad  1  uno  Calcular pagos de beneficios |
|  | ReducedWorkSchedule | 2  two  reduced work schedule  Can my work schedule be reduced  am I eligible for supplimental leave?  How much supplimental benefits am I eligible for per week?  supplimental benefits  am I eligible for reduced work schedule  reduced work  reduced schedule  can I get my schedule reduced  am I eligible for a reduced schedule  what is reduced schedule  what is reduced work schedule  supplimental benefits options  can I get supplimental benefits  reduced work schedules | 2  dos  horario de trabajo reducido  ¿Puede reducirse mi horario laboral?  ¿Tengo derecho a licencia suplementaria?  ¿Cuántos beneficios suplementarios tengo derecho a recibir por semana?  beneficios suplementarios  ¿Tengo derecho a un horario de trabajo reducido?  trabajo reducido  horario reducido  ¿Puedo reducir mi horario?  ¿Tengo derecho a un horario reducido?  ¿Qué es un horario reducido?  ¿Qué es un horario de trabajo reducido?  opciones de beneficios suplementarios  ¿Puedo recibir beneficios suplementarios?  horarios de trabajo reducidos |
|  | WorkerCompensation | Can I get disability if I'm on workers' comp  Will workers' comp affect my disability benefits  Do workers' comp benefits impact disability payments  Can I receive both disability and workers' comp  How does workers' comp affect disability benefits  What happens to disability if I get workers' comp  Is my disability affected by workers' comp benefits  Can workers' comp exceed disability benefits  What if my workers' comp is less than disability  Will getting workers' comp stop my disability payments  Disability vs. Workers' Comp  Workers' Comp Impact  Claiming Disability  3  three  workers compensation | ¿Puedo obtener discapacidad si estoy en compensación laboral?  ¿La compensación laboral afectará mis beneficios por discapacidad?  ¿Los beneficios de compensación laboral impactan los pagos de discapacidad?  ¿Puedo recibir tanto discapacidad como compensación laboral?  ¿Cómo afecta la compensación laboral a los beneficios por discapacidad?  ¿Qué sucede con la discapacidad si recibo compensación laboral?  ¿Mi discapacidad se ve afectada por los beneficios de compensación laboral?  ¿Puede la compensación laboral exceder los beneficios por discapacidad?  ¿Qué pasa si mi compensación laboral es menor que la discapacidad?  ¿Detendrá la compensación laboral mis pagos de discapacidad?  Discapacidad vs. Compensación Laboral  Impacto de la Compensación Laboral  Reclamación de Discapacidad  3  tres  compensación laboral |
|  | PregnancyEligibility | Do I file for Paid Family Leave for pregnancy  I am pregnant should I file for Paid Family Leave  Do I file for PFL since I am pregnant  I am pregnant should I file for PFL  i am pregnant do I file for paid family leave  i am having a baby should I apply for PFL  do I file for PFL when pregnant  i am on disability for pregnancy do I have to apply for pfl  on DI for pregnancy, will I be automatically moved over to PFL  if you are on disability for pregnancy do you also have to apply for paid family leave  pregnancy eligibility  4  four | ¿Debo solicitar el Permiso Familiar Pagado debido al embarazo?  Estoy embarazada, ¿debería solicitar el Permiso Familiar Pagado?  ¿Debo presentar para PFL ya que estoy embarazada?  Estoy embarazada, ¿debería solicitar PFL?  Estoy embarazada, ¿debo solicitar el Permiso Familiar Pagado?  Estoy teniendo un bebé, ¿debería solicitar PFL?  ¿Debo presentar una solicitud para PFL durante el embarazo?  Estoy en incapacidad por embarazo, ¿tengo que solicitar PFL?  Si estoy en discapacidad por embarazo, ¿también debo solicitar el Permiso Familiar Pagado  elegibilidad para el embarazo  4  cuatro |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | Agent | 0  zero  Zero  agent  Agent  representative  Representative | 0  cero  Cero  agente  Agente  representante  Representante |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | CatchAll | 5  five  6  six  7  seven  8  eight | 5  cinco  6  seis  7  siete  8  ocho |
| DI\_FileAClaim\_Bot | InformationalPackage | send me the informational packet  I need the elective coverage packet  informational package, please  get elective coverage information  how to order elective coverage packet  elective coverage packet, please  information packet for elective coverage  informational packet  informational package  elective coverage details needed  order packet  information package  elective coverage info  packet request  8  eight | Envíame el paquete informativo  Necesito el paquete de cobertura electiva  Por favor, el paquete informativo  Obtén información sobre la cobertura electiva  Cómo solicitar el paquete de cobertura electiva  Por favor, el paquete de cobertura electiva  Paquete de información para cobertura electiva  Paquete informativo  Detalles de la cobertura electiva necesarios  Solicitar paquete  Paquete de información  Información sobre cobertura electiva  Solicitud de paquete  8  ocho |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | EndCall | 1  one  One  end call  End Call | 1  uno  Uno  finalizar llamada  Finalizar llamada |
|  | CatchAll | 2  two  3  three  4  four  5  five  6  six  7  seven  0  zero | 2  dos  3  tres  4  cuatro  5  cino  6  seis  7  siete  0  cero |
| DI\_GeneralRetry\_Bot | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | Agent | 0  zero  Zero  agent  Agent  representative  Representative | 0  cero  Cero  agente  Agente  representante  Representante |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | EndThisCall | 1  one  One  end call  End Call | 1  uno  Uno  finalizar llamada  Finalizar llamada |
|  | CatchAll | 2  two  3  three  4  four  5  five  6  six  7  seven  8  eight | 2  dos  3  tres  4  cuatro  5  cino  6  seis  7  siete  8  ocho |
| DI\_GetVerificationCode\_Bot | UserInput |  |  |
|  |  |  |  |
| DI\_LanguageSelect\_Bot | English | English  ingles  2  two  dos | english  ingles |
|  | Spanish | Spanish  espańol | Spanish  espańol  2  two  dos |
|  | CatchAll | 1  uno  one  3  tres  three  4  four  cuatro  5  five  cinco  6  six  7  seven  siete  8  eight  ocho  9  nine  nueve  0  cero  zero  \*  star  estrella | 1  uno  one  3  tres  three  4  four  cuatro  5  five  cinco  6  six  7  seven  siete  8  eight  ocho  9  nine  nueve  0  cero  \* |
| DI\_MainMenu\_Bot | CopyOfPayment | payments  benefit payments  What benefits do I get from Disability Insurance?  What is included with disability?  Does disability include health insurance?  what do you get if on SDI  What is included with disability insurance?  what benefits are paid for SDI  how do I know what I will get on SDI  how much will my payments be  how do I know what my payments will be  what percent of your income are benefits  how are benefits calculated  how much can I get paid  one  1 I need my letter of exhaustion  Where is my exhaustion letter  When am I getting my letter of exhaustion  When should I receive exhaustion letter  Why haven't I received exhaustion letter  i need my letter of exhaustion  how do I get a copy of exhaustion letter  i need proof of payment history  where do i go to get document of payment history  i need you to send me proof of exhaustion of benefits  copy of payment  payment copy | pago  beneficio de pago  ¿Qué beneficios obtengo del Seguro de Incapacidad?  ¿Qué se incluye en la incapacidad?  ¿La incapacidad incluye seguro de salud?  ¿Qué obtienes si estás en SDI?  ¿Qué se incluye en el seguro de incapacidad?  ¿Qué beneficios se pagan en SDI?  ¿Cómo sé qué recibiré en SDI?  ¿Cuánto serán mis pagos?  ¿Cómo sé cuáles serán mis pagos?  ¿Qué porcentaje de mi ingreso son los beneficios?  ¿Cómo se calculan los beneficios?  ¿Cuánto puedo cobrar?  1  uno |
|  | SelfService | payments  benefit payments  What benefits do I get from Disability Insurance?  What is included with disability?  Does disability include health insurance?  what do you get if on SDI  What is included with disability insurance?  what benefits are paid for SDI  how do i know what i will get on SDI  how much will my payments be  how do i know what my payments will be  what percent of your income are benefits  how are benefits calculated  how much can i get paid  one  1  What is the status of my DI claim  can I have an update on my DI claim  claim status  what is the status of my claim  is my claim still processing  where can I go for claim status  what is going on with my claim  what is my claim status  check status  claim update  am I approved  need status  I need an update on my claim  status  self service |  |
|  | Receipt | I need an receipt number to give to my primary care doctor.  I need to get a receipt number for my doctor to do my disability claim.  Where do I find my receipt number for my new claim?  DI application receipt number.  I cannot find my 16 digit receipt number.  I filed a claim and I need the receipt number or ID number for my doctor.  My doctor needs a receipt number to process my claim.  receipt |  |
|  | OnlineFiling | online  online filing  can I apply online  Apply SDI online  How to file Disability Online  How to file DI Online  File DI Online  File Disability Online  create myedd account  claim submission information  password reset  forgot online password  online issue  2  two online  online filing  can i apply online  Apply SDI online  How to file Disability Online  How to file DI Online  File DI Online  File Disability Online  create myedd account  claim submission information  password reset  forgot online password  online issue  2  two | en línea  presentación en línea  ¿Puedo aplicar en línea?  Aplicar SDI en línea  Cómo presentar la Discapacidad en línea  Cómo presentar DI en línea  Presentar DI en línea  Presentar Discapacidad en línea  cuenta en línea  crear cuenta en myedd  información de presentación de reclamaciones  restablecimiento de contraseña  olvidé la contraseña en línea  problema en línea  2  dos  por internet |
|  | Benefits | disability  disability benefits  How do I apply for disability benefits?  how do I apply for benefits  How do I apply for benefits after having a baby?  how do i apply  how do i file a new claim  where do i go to file a claim  File a new claim  open claim  submit claim  how do i start a SDI claim  i need a claim form  3  three | incapacidad  ¿Cómo solicito beneficios por incapacidad?  ¿Cómo solicito beneficios?  ¿Cómo solicito beneficios después de tener un bebé?  ¿Cómo solicito?  ¿Cómo presento un reclamo nuevo?  ¿Dónde debo ir para presentar un reclamo?  Presentar un reclamo nuevo  Reclamo abierto  Enviar reclamo  ¿Cómo inicio un reclamo de SDI?  Necesito un formulario de reclamo  3  tres |
|  | VoluntaryPlan | voluntary plan  employer plan  employee plan  am I covered bu a voluntary plan?  what should I do if I'm not covered by my employer's voluntary plan?  where can I find information about offering my own voluntary plan?  am I required to approve a request for paid family leave as a voluntary plan employer?  4  four | plan voluntario  plan del empleador  plan del empleado  ¿Estoy cubierto por un plan voluntario?  ¿Qué debo hacer si no estoy cubierto por el plan voluntario de mi empleador?  4  cuatro  ¿Dónde puedo encontrar información sobre cómo ofrecer mi propio plan voluntario? |
|  | ElectiveCoverage | elective coverage  How does California's Disability Insurance Elective Coverage work for small business owners  What are the criteria for California's Disability Insurance for business owners  Can self-employed people get Disability Insurance in California  What's the minimum profit for Disability Insurance Elective Coverage  Do I qualify for Disability Insurance if my business is not seasonal  How long must my business stay in the Disability Insurance program  What if my business moves out of California  Who can help me apply for Disability Insurance Elective Coverage  What's the contact number for Disability Insurance assistance in California  Is my business eligible for California's Disability Insurance  Self-Employed Coverage  Minimum Profit Requirement  Non-Seasonal Business Eligibility  five  5 | cobertura electiva  ¿Cómo funciona la Cobertura Electiva de Seguro de Incapacidad de California para propietarios de pequeñas empresas?  ¿Cuáles son los criterios para el Seguro de Incapacidad de California para propietarios de negocios?  ¿Pueden las personas que trabajan por cuenta propia obtener Seguro de Incapacidad en California?  ¿Cuál es la ganancia mínima para la Cobertura Electiva de Seguro de Incapacidad?  ¿Califico para el Seguro de Incapacidad si mi negocio no es estacional?  ¿Cuánto tiempo debe permanecer mi negocio en el programa de Seguro de Incapacidad?  ¿Qué sucede si mi negocio se muda fuera de California?  ¿Quién puede ayudarme a solicitar la Cobertura Electiva de Seguro de Incapacidad?  ¿Cuál es el número de contacto para asistencia de Seguro de Incapacidad en California?  ¿Es elegible mi negocio para el Seguro de Incapacidad de California?  Cobertura para trabajadores autónomos  Requisito de ganancia mínima  Elegibilidad para negocios no estacionales  5  cinco |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | PaidFamilyLeave | paid family leave  How long do PFL bonding benefits last  How long do paid family leave bonding benefits last  When do PFL bonding benefits end  When do paid family leave bonding benefits end  how long can I get benefits after delivering  how long will benefits last after I have my baby  how many weeks can I get PFL after delivering  how many weeks will PFL last after my baby is born | Permiso Familiar Pagado  ¿Cuánto tiempo duran los beneficios del PFL para establecer un vínculo paternal?  ¿Cuánto tiempo duran los beneficios de unión del PFL?  ¿Cuánto tiempo puedo obtener beneficios después de la entrega?  ¿Cuándo terminan los beneficios de la unión del PFL?  ¿Cuántas semanas puedo obtener PFL después de entregar?  ¿Cuánto tiempo durarán los beneficios después de que tenga a mi bebé? |
|  | UnemploymentInsurance | Unemployment Insurance  I want to apply for unemployment insurance  Where can I find the unemployment insurance information | Seguro de desempleo  Quiero solicitar el seguro de desempleo  ¿Dónde puedo encontrar información sobre el seguro de desempleo? |
|  | PayrollTaxes | payroll taxes  Can you help me with payroll tax  I need information about payroll taxes  How do I report payroll taxes  Tell me about payroll tax | impuestos sobre nómina  ¿Puedes ayudarme con los impuestos sobre nómina?  Necesito información sobre los impuestos sobre nómina  ¿Cómo reporto los impuestos sobre nómina?  Cuéntame sobre los impuestos sobre nómina |
|  | TaxInformation | tax information  tax form 1099g  Why are my Disability Insurance benefits included as taxable compensation  I thought that disability insurance wasn't taxable  Why is my disability taxable  are disability benefits taxable  is disability taxable  Why are my disability benefits being taxed  disability 1099G  will I get a 1099G for my disability payments  are disability payments taxed | Información fiscal  Formulario fiscal 1099 g  Formulario fiscal 10 99 g  Formulario fiscal 1 0 9 9 g  ¿Por qué se incluyen mis beneficios del Seguro por Incapacidad como compensación sujeta a impuestos?  Pensaba que el seguro por incapacidad no estaba sujeto a impuestos.  ¿Por qué mi incapacidad está sujeta a impuestos?  ¿Los beneficios por incapacidad están sujetos a impuestos?  ¿La incapacidad está sujeta a impuestos?  ¿Por qué están gravados mis beneficios por incapacidad?  Incapacidad 1099 g  Incapacidad 10 99 g  Incapacidad 1 0 9 9 g  ¿Recibiré un 1099 g por mis pagos de incapacidad?  ¿Recibiré un 10 99 g por mis pagos de incapacidad?  ¿Recibiré un 1 0 9 9 g por mis pagos de incapacidad?  ¿Están gravados los pagos por incapacidad?  información sobre impuestos |
|  | CatchAll | 6  six  7  seven  8  eight  9  nine  0  zero | 6  seis  7  siete  8  ocho  9  nueve  0  cero |
| DI\_OnlineFiling\_Bot | OnlineAccount | create myEDD account  myEDD registration  file disability online  using California ID  disability benefits filing  how to file for disability benefits online  need to create myEDD account for disability claim  login to myEDD to file disability benefits  registering with myEDD using California identification  where can I file for disability benefits online  how to register for myEDD with a driver's license  steps to file disability claim online  filing disability benefits with myEDD account  1  one  online account | crear cuenta en my E D D  registro en my E D D  presentar discapacidad en línea  usando identificación de California  presentación de beneficios por discapacidad  cómo presentar una solicitud de beneficios por discapacidad en línea  necesito crear una cuenta en my E D D para reclamar discapacidad  iniciar sesión en my E D D para presentar beneficios por discapacidad  registro en my E D D usando identificación de California  ¿Dónde puedo presentar una solicitud de beneficios por discapacidad en línea?  cómo registrarse en my E D D con una licencia de conducir  pasos para presentar una reclamación de discapacidad en línea  presentación de beneficios por discapacidad con cuenta my E D D  1  uno  cuenta en línea  cuenta por internet |
|  | ClaimSubmission | file claim  my E D D  submit claim  receipt number  medical submission  how to file a disability benefits claim online  filing a disability claim through myEDD  getting a receipt number for disability claim  what to do after submitting a disability claim  providing receipt number to medical provider  how medical providers submit certification  steps to file disability benefits claim online  submitting medical certification for disability claim  2  two  online application | presentar reclamo  my E D D  enviar reclamo  número de recibo  envío médico  cómo presentar una reclamación de beneficios por discapacidad en línea  presentar una reclamación de discapacidad a través de my E D D  obtener un número de recibo para la reclamación de discapacidad  qué hacer después de presentar una reclamación de discapacidad  proporcionar el número de recibo al proveedor médico  cómo los proveedores médicos envían la certificación  pasos para presentar una reclamación de beneficios por discapacidad en línea  presentar certificación médica para reclamo de discapacidad  2  dos  solicitud en línea  mi E D D |
|  | PasswordReset | I forgot my password  I need to reset my DI password  My password isn't working  I lost my password  It won't take my password  I need to reset my password  I can't remember my disability insurance password  I lost my disability insurance password  my login is not working  why is my log in not working  i am not able to log in  My disability insurance password isn't working  3  three  password reset | Olvidé mi contraseña  Necesito restablecer mi contraseña de DI  Mi contraseña no está funcionando  Perdí mi contraseña  No acepta mi contraseña  Necesito restablecer mi contraseña  No recuerdo mi contraseña del seguro de incapacidad  Perdí mi contraseña del seguro de incapacidad  Mi inicio de sesión no está funcionando  ¿Por qué no funciona mi inicio de sesión?  No puedo iniciar sesión  Mi contraseña del seguro de incapacidad no está funcionando  3  tres  restablecer contraseña |
|  | OnlineIssue | I need help with SDI Online  is there a technical support line  can I get the technical help line  need technical support  Need to talk to a tech  Human phone number to tech support  Technical Problems  Technically problems with the website  I need technical support for SDI Online  Where can I get help using SDI Online  4  four  technical support | Necesito ayuda con SDI en línea  ¿Hay una línea de soporte técnico?  ¿Puedo obtener la línea de ayuda técnica?  Necesito soporte técnico  Necesito hablar con un técnico  Número telefónico humano para soporte técnico  Problemas técnicos  Problemas técnicos con el sitio web  Necesito soporte técnico para SDI en línea  ¿Dónde puedo obtener ayuda para usar SDI en línea?  4  cuatro  soporte técnico |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | Agent | 0  zero  Zero  agent  Agent  representative  Representative | 0  cero  Cero  agente  Agente  representante  Representante |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | CatchAll | 5  five  6  six  7  seven  8  eight | 5  cino  6  seis  7  siete  8  ocho |
| DI\_PhoneNumber\_Bot | UserInput | phone number (i.e. 972-555-1212) | número de teléfono (i.e. 972-555-1212) |
| DI\_GetClaimID | [GetClaimID](https://us-west-2.console.aws.amazon.com/lexv2/home?region=us-west-2#bot/UHS7QYG5MD/version/DRAFT/locale/en_US/intent/3TFBY9KAM3) | {ClaimID} | {ClaimID} |
| DI\_GetSSN\_Bot | GetSSN | ssn (i.e. 5551011113) | ssn (i.e. 5551011113) |
| DI\_GetDOB\_Bot | GetDOB | dob (i.e. May 29, 1987) | fecha de nacimiento (por ejemplo, 29 de mayo de 1987) |
| DI\_GetZipCode\_Bot | GetZipCode | zip code (i.e. 90017) | código postal (por ejemplo, 90017) |
| DI\_GetName\_Bot | GetName | first name (i.e. Chris) | primer nombre (por ejemplo, Chris) |
| DI\_GetWBA | GetWBA | Dollar amount (Able to handle cents to I.E. 231 dollars and 23 cents returns as 231.0) | Dollar amount (Able to handle cents to I.E. 231 dollars and 23 cents returns as 231.0) |
| DI\_VoluntaryPlan\_Bot | EmployerPlan | employer  employer plan  employer voluntary plan  1  one | empleador  plan del empleador  plan voluntario del empleador  1  uno |
|  | EmployeePlan | employee  employee plan  employee voluntary plan  2  two | empleado  plan del empleado  plan voluntario del empleado  2  dos |
|  | Repeat | \*  star  Star  repeat  Repeat | \*  estrella  Estrella  repetir  Repetir |
|  | PreviousMenu | 9  nine  Nine  previous menu  Previous Menu | 9  Nueve  Nueve  Menú anterior  Menú anterior |
|  | CatchAll | 3  three  4  four  5  five  6  six  7  seven  8  eight  0  zero  Agent | 3  tres  4  cuatro  5  cinco  6  seis  7  siete  8  ocho  0  cero |
| DI\_YesNo\_Bot | UserInput | Yes, No, 1, 2, one, two | Si, No, 1, 2, uno, dos |
| DI\_CallDriver\_Bot | Technical\_Issue | Technical issue  I’m having a technical issue  I have a technical issue | Problema técnico  tengo un problema técnico  Yo tengo un problema técnico |
| EDDCAN\_Requested | EDDCAN  E D D C A N  I need a new E D D C A N | EDDCAN  E D D C A N  Necesito un nuevo E D D C A N |
| Login | Login  Log in  I can’t log in  Unable to log in | Acceso  no puedo iniciar sesión |
| Password\_Reset | Reset password  Password reset  Reset my password  I need to reset my password | Restablecer contraseña  Restablecer mi contraseña  Necesito restablecer mi contraseña |
| Error\_Message | Error message  I see an error message  I received an error message | Mensaje de error  Veo un mensaje de error  Recibí un mensaje de error |
| Online\_Account\_Locked | Account locked  My account is locked  My online account is locked | Cuenta bloqueada  mi cuenta esta bloqueada |
| Email\_Update | Email  Email update  I need to update my email | Correo electrónico  Actualización por correo electrónico  Necesito actualizar mi correo electrónico |
| Registration | Registration  Help with registration | Registro  Ayuda con el registro |
| Other | Multi-factor code  MFA  Verification  Navigation  I don’t know | Código multifactor  MFA  Verificación  Navegación  No sé |
| DI\_Get\_DL\_Bot | GetDL | {DL} | {DL} |
| DI\_GetMedicalLicenseExpirationDate | GetMedicalLicenseExpirationDate | {MedicalLicenseExpirationDate} | N/A |
| DI\_GetMedicalLicenseNumber | GetMedicalLicenseNumber | {MedicalLicenseNumber} | N/A |
| DI\_SDI\_Emp\_Med\_DisIns\_Bot | Physician | 2  Two  Physician  physician  health professional  licensed health professional  professional | N/A |
| catchall | 3  4  5  6  7  8  three  four  five  six  seven  eight  zero  0 | N/A |
| Repeat | \*  star  Star  repeat  Repeat | N/A |
| PreviousMenu | 9  Nine  previous menu | N/A |
| Employer | 1  One  Employer  employer | N/A |
| DI\_SDI\_Emp\_Med\_Employer\_Bot | catchall | 7  seven  8  eight | N/A |
| Repeat | \*  star  Star  repeat  Repeat | N/A |
| PreviousMenu | 9  nine  Nine  previous menu  Previous menu | N/A |
| Agent | 0  zero  Zero  Agent  agent  representative  Representative | N/A |
| DisabilityReq | 1  one  One  Disability Requirements for  Employers  employers  disability requirements  Employers  Disability Requirements  disability requirements for  employers | N/A |
| OnlineFiling | 2  two  Two  Online Filing  online filing  I want information on online filing  online filing information | N/A |
| Integrating | 3  three  Three  Integrating  integrating  Integrating Disability Benefits  integrating disability benefits | N/A |
| Wages | 4  four  Four  wages  Wages  Wages with disability benefits | N/A |
| WorkerCompensation | 5  five  Five  Workers Compensation  workers compensation  I want information on workers compensation  compensation | N/A |
| JobProtection | 6  Six  Six  Job Protection  job protection  I want to hear about job protection  Information on job protection | N/A |
| DI\_SDI\_Emp\_Med\_MainMenu\_Bot | DisabilityInsurance | 1  one  Disability Insurance  disability insurance  disability | N/A |
| catchall | 3  4  5  6  7  8  9  three  four  five  six  seven  eight  nine  zero  0 | N/A |
| PaidFamilyLeaveFiling | Paid Family Leave Filing  Paid Family Leave  paid family leave  2  two  PFL | N/A |
| Repeat | \*  star  Star  repeat  Repeat | N/A |
| DI\_SDI\_Emp\_Med\_OnlineServices\_Bot | MedProvider | 1  one  One  Medical Provider  medical provider  Medical Provider Online Registration  medical provider online registration | N/A |
| MedRep | 2  two  Two  medical representative  Medical Representative  medical representative online registration  Medical Representative Online Registration |  |
| CertPatientClaim | 3  three  Three  certifying a claim  certifying a patients claim  patients claim  Certifying Patient  Certifying  certifying | N/A |
| PreviousMenu | 9  nine  Nine  previous menu  Previous menu | N/A |
| Repeat | \*  star  Star  repeat  Repeat | N/A |
| catchall | 4  four  5  five  6  six  7  seven  8  eight  0  zero | N/A |
| DI\_SDI\_Emp\_Med\_PFL\_Bot | Employer | Employer  Worker  Wages  Workers Compensation  Job Protection  I am an employer  1  One  one | N/A |
| Physician | Physician  Provider  Roles and responsibilities  Provider roles and responsibilities  Physician roles and responsibilities  Two  2  I am a provider  I am a doctor  I am a physician  doctor  two | N/A |
| PreviousMenu | 9  nine  Nine  Previous Menu  previous menu | N/A |
| Repeat | \*  star  Star  repeat  Repeat | N/A |
| CatchAll | 3  three  4  four  5  five  6  six  7  seven  8  eight  0  zero  Agent  agent | N/A |
| DI\_SDI\_Emp\_Med\_PFL\_Employer\_Bot | PFLReq | Who is eligible  How do I apply to paid family leave  Am I eligible for paid family if my Dad passed away  Am I still eligible for a claim from a year ago?  if i am baby bonding can i get PFL  can you get PFL benefits if you dont have a job  i have been out of work but having a baby am i eligible  I need to know if I am eligible?  I am pregnant should I file for Paid Family Leave  PFL Requirements  Paid Family Leave Requirements  1  One  one | N/A |
| OnlineFiling | do you have forms available online  Where can I get help using SDI Online  I need help with SDI Online  Can I appeal online  send forms to you online  Online Filing  Help with online filing  how do i file online  2  two  Two | N/A |
| IntegratingWages | integrated benefits  what is supplementation of wages  integration of wages  supplement wages with PFL benefits  can i supplement wages with a PFL claim  what is integration of wages  what is coordination of wages  Integrated wages with paid family leave benefits  Integrated wages  3  Three  three | N/A |
| WageswithPFL | Wages with PFL  Wages with Paid Family Leave  PFL and Wages  Paid family leave and wages  four  4  Four | N/A |
| WorkerCompensation | Workers compensation  Can I get PFL if I'm on workers comp  Will workers comp affect my benefits  Do workers comp benefits impact payments  Can I receive both Paid Family leave and workes comp  How does workers comp affect PFL benefits  Can workers comp exceed Paid Family Leave Benefits  What if my workers comp is less than PFL Benefits  PFL verses Workers Comp  Workers compensation Impact  5  Five  five | N/A |
| JobProtection | Job Protection  Can I fire an employee on Paid Family leave  Does PFL protect my employees job  job protected under the PFL program  is my job protected  do i need to give my employee their job back  Does PFL have job protection like FMLA  Protection  6  Six  six | N/A |
| PreviousMenu | 9  nine  Nine  Previous Menu  previous menu | N/A |
| Agent | 0  zero  Zero  agent  Agent  representative  Speak to an agent  i need to talk to someone | N/A |
| Repeat | \*  star  Star  repeat  Repeat | N/A |
| Catchall | 7  Seven  8  Eight | N/A |
| DI\_SDI\_Emp\_Med\_Physician\_Bot | Physician | 1  one  One  physician roles  physician roles and responsibilities  practitioner roles  practitioner roles and responsibilities  physician responsibilities  practitioner responsibilities  physician  practitioner | N/A |
| OnlineServices | 2  two  Two  Online  Online Services  online services | N/A |
| Claimform | 3  three  Three  claim forms  Claim forms  claimform | N/A |
| IndependentME | 4  four  Four  I want to become an independent medical examiner  independant medical examiner  medical examiner  independent ME  Independent Medical  Independant examiner | N/A |
| PreviousMenu | 9  nine  Nine  previous menu  Previous menu | N/A |
| Agent | 0  zero  Zero  Agent  agent  representative  Representative | N/A |
| Insert | \*  star  Star  repeat  Repeat | N/A |
| catchall | 5  five  6  six  7  seven  8  eight | N/A |
| DI\_GetAddress | ValidateAddress | my address is {FullAddress}  it is {FullAddress}  {FullAddress} |  |
| ValidatePOBox | PO Box  p o box  p.o. box  P.O. Box  po box  P O Box  {POBoxStreetNum} {POBoxStreetName} p. o. box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  {POBoxStreetNum} {POBoxStreetName} po box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  {POBoxStreetNum} {POBoxStreetName} p o box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  {POBoxStreetNum} {POBoxStreetName} P.O. box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  p. o. box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  po box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  p o box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  P O box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  PO box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip}  P.O. box {POBoxNum} {POBoxCity} {POBoxState} {POBoxZip} |  |
| DI\_CheckEmployerAccountNumber | GetEmployerAccountNumber | {EmployerAccountNumber} |  |
| DI\_WithRecieptMenu | Reciept | 1  one  One  reciept  Reciept | 1  uno  Uno  recibo  Recibo |
|  | Form | 2  two  Two  Form  form | 2  dos  Dos  Forma  forma |
|  | OnlineApplication | 3  three  Three  Online Application  online application  application | 3  tres  Tres  Solicitud en línea  solicitud en línea  solicitud |
|  | DisabilityOffice | 4  four  Four  Disability Office  disability office | 4  Cuatro  cuatro  Oficina de Discapacidad  oficina de discapacidad |
|  | Repeat | \*  star  repeat  Repeat | \*  estrella  repetir  Repetir |
|  | CatchAll | 5  five  6  six  7  seven  8  eight  9  nine  0  zero | 5  cinco  6  seis  7  siete  8  ocho  9  nueve  0  cero |
| DI\_WithoutRecieptMenu | Form | 1  one  One  Form  form | 1  uno  Uno  Forma  forma |
|  | OnlineApplication | 2  two  Two  Online Application  online application  application | 2  dos  Dos  Solicitud en línea  solicitud en línea  solicitud |
|  | DisabilityOffice | 3  three  Three  Disability Office  disability office | 3  tres  Tres  Oficina de Discapacidad  oficina de discapacidad |
|  | Repeat | \*  star  repeat  Repeat | \*  estrella  repetir  Repetir |
|  | CatchAll | 4  four  5  five  6  six  7  seven  8  eight  9  nine  0  zero | 4  cuatro  5  cinco  6  seis  7  siete  8  ocho  9  nueve  0  cero |

# Amazon DynamoDB Table

## DI\_Prompts\_DB

Returns prompt for call flow based on provided module name and prompt name. Allows for dynamic prompts in call flows.

**Partition Key**: Module

SortKey

Table 36: DI\_Prompts\_DB Sort Keys

|  |  |  |
| --- | --- | --- |
| Field Name | Description | Values |
| Module | Name of module or call flow that prompt is for | DI\_BenefitPayment\_Module |
| PromptName | Name of prompt | DI\_BenefitPayment |
| Channel | Communication channel for prompt | VOICE |
| English\_Prompt | English translation for prompt | <speak>If you're eligible, it can take up to three weeks to receive your first benefit payment. For status of your benefit payment, say status or press 1. To request a copy of your payment history, say copy of payment or press 2. To return to the previous menu, say previous menu or press 9. To repeat these options, say repeat or press the star key.</speak> |
| Spanish\_Prompt | Spanish translation for prompt | <speak>Si es elegible, puede tomar hasta tres semanas recibir su primer pago de beneficios. Para conocer el estatus de su pago de beneficios, diga estatus o presione 1. Para solicitar una copia de su historial de pagos, diga copia de pago o presione 2. Para regresar al menú anterior, diga menú anterior o presione 9. Para repetir estas opciones, diga repetir o presione la tecla asterisco.</speak> |

## DI\_CallFlowARNLookup\_DB

**Description**: Returns an Amazon Connect Contact Flow ARN based on a specific Contact Flow name.

**Partition Key**: CallFlow

Sort Key

Table 37: DI\_CallFlowARNLookup\_DB Sort Keys

|  |  |  |
| --- | --- | --- |
| Field Name | Description | Values |
| CallFlow | The name of Call Flow being searched | DI\_MainEntry\_CallFlow |
| ARN | The ARN of the Call Flow being search | arn:aws:connect:us-west-2:471112844772:instance/f3a03d6a-061e-442e-9ff3-0e32eb48fee7/contact-flow/a9550728-a305-443b-9a61-bf37b7c0493d |

## GSI

**Channel**: Primary Key

**PromptName**: SortKey

Sort Key

Table 38: GSI Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| Module | Module Name |  |
| PromptName | Name of the prompt |  |
| Channel | Media channel | Voice / Chat |
| English\_Prompt | English prompt verbiage |  |
| Spanish\_Prompt | Spanish prompt verbiage |  |

## DI\_DNIS\_DB

**Description**: Identifies English to SpanishFlow

**Partition Key:** DNIS

Sort Key

Table 39: DI\_DNIS\_DB Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| DNIS | Inbound 800 number | 80012345678 |
| Language | Whether it is english or spanish flow | es-US/en-US |
| DNIS | Inbound 800 number | 80012345678 |

## DI\_Holidays\_DB

**Description**: Stores holiday schedule.

**Partition Key:** Date

**Sort Key**:

Table 40: DI\_Holidays\_DB Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| Date | Holiday Date | 12/25/2025 |
| HolidayName | Name of Holiday | Christmas |
| HolidayMessage | Holiday Message | In observense of Chrismas... |

## DI\_OfficeHours\_DB

**Description**: Stores EDD DI Business hours

**Partition Key:** Day

**Sort Key**:

Table 41: DI\_OfficeHours\_DB Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| Day | Day of week | Monday / Tuesday |
| Open Time | Call center open time | 09:00 |
| Close Time | Call center close time | 17:00 |
| Break |  | 11:00 – 12:00 |

## DI\_DNIS\_DB

**Description**: Identifies English to SpanishFlow

**Partition Key:** DNIS

**Sort Key**:

Table 42: DI\_DNIS\_DB Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| DNIS | Inbound 800 number | 80012345678 |
| Language | Whether it is english or spanish flow | es-US/en-US |

## DI\_IntentInfo\_DB

**Description**: Voicemail number for call to be transferred

**Partition Key:** Intent

**Sort Key**:

Table 43: DI\_IntentInfo\_DB Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| Intent | What type of call | PaidFamilyLeave |
| VM\_Number | 800 number where call needs to be transferred | 18002223456 |
| DispositionCode | Dispositin code | Payment |

## DI\_PSP\_ApprovedANI\_DB

**Description**: Approved PSP service location phone numbers and ARU

**Partition Key: PhoneNumbers**

**Sort Key**:

Table 44: DI\_PSP\_ApprovedANI\_DBSort Keys

|  |  |  |
| --- | --- | --- |
| Field Name | Description | Values |
| PhoneNumbers | 11 digit phone number | 12345678901 |
| Approved | Whether the phone number belongs to an origin approved to access the PSP line | Yes/No |
| ARU | The ARU of the origin associated with the phone number | 223 |

## DI\_Queue\_Config\_DB

**Description**: Description: Returns Amazon Connect queue configuration information based on the provided queue information.

**Partition Key:** QueueArn

**Sort Key:**

Table 45: DI\_Queue\_Config\_DB Sort Keys

|  |  |  |  |
| --- | --- | --- | --- |
| **Field Name** |  | **Description** | **Values** |
| QueueArn |  | The ARN of the Queue being searched | arn:aws:connect:us-west-2:471112844772:instance/f3a03d6a-061e-442e-9ff3-0e32eb48fee7/queue/a7e1f920-eeda-4de0-a58f-0f821b41f6ea |
| CallbackQueueArn |  | The ARN of the Callback queue associated with the queue being searched | arn:aws:connect:us-west-2:471112844772:instance/f3a03d6a-061e-442e-9ff3-0e32eb48fee7/queue/6a8eea94-77d2-4d56-a4a2-1234fc63e5c3 |
| CallbackQueueName |  | The Name of the Callback queue associated with the queue being searched | EMP\_MED\_Callback |
| QueueName |  | The name of the Queue being searched | EMP\_MED |

## DI\_SelfService\_ClaimPayment\_Instruction\_DB

* This table contains instructions and next steps based on a composite primary key and a sort key, all three values of which are obtained from an API and queried using a lambda.
* ClaimStage\_ClaimStatus: Primary Key
* PaymentStatusCode: SortKey

Table 42: DI\_Self Service\_ClaimPayment Instruction Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| ClaimStage\_ClaimStatus | Composit primary key, of ClaimStage and ClaimStatus combined with # | ClaimStage#ClaimStatus |
| PaymentStatusCode | Sort Key |  |
| Instruction | Contains the instruction prompts, some of which have placeholder values ({{Value}}) that are replaced when table is queried before the final prompt is passed to the flows. |  |
| ReceiptMenu | Tells the flow if the next step is the receipt menu. | True/False - Boolean |
| WOReceiptMenu | Tells the flow if the next step is the Without Receipt Menu | True/False - Boolean |
| ZipCodeOnly | Tells the flow if the next step is the zip code only module. | True/False - Boolean |

## DI\_Call\_Deflection\_DB

**Description**: Tracks various real time and historical metrics for Amazon Connect Queues allowing for calculations such as estimated wait time for callbacks to be made

**Partition Key**: QueueArn

**Sort Key**

Table 46: DI\_Call\_Deflection\_DB Sort Keys

| Field Name | Description | Values |
| --- | --- | --- |
| QueueArn | The ARN of the queue being searched | arn:aws:connect:us-west-2:471112844772:instance/f3a03d6a-061e-442e-9ff3-0e32eb48fee7/queue/03ce8a7e-3791-40f9-9cc3-c020c035b2ea |
| HistoricalMetrics | Object of historical mean average handle time and two standard deviations away from it for the queue being searched | {  "HistoricalMeanAHT": {  "N": "1000"  },  "TwoSDAHT": {  "N": "72"  }  } |
| num\_contacts\_in\_pre\_queue | Number of contacts in pre queue auth section of contact flow | 0 |
| QueueName | The name of the queue being searched | DI\_ENG |
| RealtimeMetrics | Various realtime metrics tracked for the queue being searched | {  "aht\_valueLong": {  "N": "600"  },  "aht\_valueShort": {  "N": "600"  },  "num\_agents\_staffed": {  "N": "1"  },  "num\_agents\_non\_productive": {  "N": "0"  },  "num\_contacts\_in\_queue": {  "N": "0"  }  } |

# Deployment Amazon Connect Code

## Lambda Deployment

1. Download lambda as SAM export.
2. Update JSON file with Environment variables that changes with environment.
3. Export lambda code.
4. In AWS CodeCommit, search for <> and copy.

## Connect Call flow and Module Deployment

1. In AWS CodeCommit, search for <>.json.
2. Update json with connect callflow/module Name.

## LexBot Deployment

1. In AWS CodeCommit, search for <>.json.
2. Update json with Lex Bot.

## DynamoDB Deployment

1. In AWS CodeCommit, search for <>.json.
2. Update json with DynamoDB name, Partition key and Sort Key.

## DynamoDB Content Deployment

1. In AWS CodeCommit , search for <>.json.
2. Update json with yes if DynamoDBb contents also need to be deployed.

## Connect Queues and Routing Strategy

1. In AWS CodeCommit , search for <>.json.
2. Update json with connect Queues and Routing Strategy names.

# Disaster Recovery and Resiliency

For Release 1 of the ICC, EDD agreed to the recommendation to use Amazon Connect Global Resiliency. See more:

* <https://docs.aws.amazon.com/connect/latest/adminguide/setup-connect-global-resiliency.html>

# Security

## PII Personal Identifiable Information- Encryption Requirements

NIST-800-53/NIST-111 /ISO 27000- Personally identifiable information is sensitive data that is owned by a unique person and can identify them when used by itself or in conjunction with other information stored by an organization.

When real data cannot be used due to PII/PCI/PHI compliance, or when access to production or non-production metadata is restricted, encrypted, synthetic data platforms or techniques can make a synthesized copy of the data, with PII identifying fields either masked or anonymized or encrypted. Other attributes in the dataset can be completely randomized, randomized based on a real set of codes or values (for example, real ZIP Codes), or generated with the statistical relationships between attributes retained. Sometimes the functionality of the platform can apply differential privacy, which is a form of adding noise to the data or use of encryption techniques specified under data at rest, in motion or in transit.

PII is encrypted in both transit and at rest. See EDD’s SSP for additional information. PII is in:

1. PII data in lambda to API call.
2. PII data between SF & Amazon Connect via CTI.
3. Kinesis stream when PII data is stored and send to EDD S3 for reporting.

## Code Scanning

Code scanning is conducted at each pull request using CodeGuru. Scan results are available to EDD.

There are five code repositories, two of which have been fully moved to GitHub (including the pipelines):

1. <https://github.com/InterVision/icc-backend>.
2. <https://github.com/InterVision/icc-dynamodb-data>.

The remainder reside in CodeCommit under the shared account 318484875904.

## Environments

AWS Security Hub is implemented to collect and manage security findings across all accounts. Security Hub findings are available to EDD. See more:

* <https://docs.aws.amazon.com/securityhub/latest/userguide/what-is-securityhub.html>.
* [Security Architecture Reference.pdf](https://edd.sharepoint.com/sites/RBSMSite/Shared%20Documents/01%20-%20EDDNext%20Main%20Folder/01%20-%20Workstreams/Integrated%20Contact%20Center%20Solutions/05%20-%20Security%20Documents/Deliverables/ISRP/Artifacts/Security%20Architecture%20Reference.pdf?csf=1&web=1&e=LQT37W).

# Access

Access to both Amazon Connect and the Salesforce CCP are managed upon login with Security Profiles. For R1, EDD has designated four security profiles, which can be modified by request: agent, call center manager, admin, and quality analyst. See more:

* <https://docs.aws.amazon.com/connect/latest/adminguide/connect-security-profiles.html>.