

CalSAWS | IVR/Contact Center Committee Meeting

Date: April 22, 2020	Location: Skype Only	
Time: 10:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Curt Dodson	R4 <input type="checkbox"/> Dwight Bristow	<input type="checkbox"/> Jared Kuester
R1 <input type="checkbox"/> Esmeralda Rouse	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	<input type="checkbox"/> Stacey Xiong
R1 <input type="checkbox"/> Moises Martinez	R4 <input type="checkbox"/> Valerie Rangel	<input type="checkbox"/> Danielle Benoit
R1 <input type="checkbox"/> Monica Castillo	R5 <input type="checkbox"/> Angelica Ruiz	<input type="checkbox"/> Melissa Mendoza
R1 <input type="checkbox"/> Thomas West	R5 <input type="checkbox"/> Darrin Kearney	<input type="checkbox"/> Gerald Limbrick
R2 <input type="checkbox"/> Jesse Hallford	R5 <input type="checkbox"/> Corrinne Simpson	<input type="checkbox"/> Matt Lower
R2 <input type="checkbox"/> Tina Baker	R5 <input type="checkbox"/> Eric Rubio	<input type="checkbox"/> John Dray
R2 <input type="checkbox"/> Logan Pratt	R5 <input type="checkbox"/> Judy Nguyen	<input type="checkbox"/> John Lavayen
R3 <input type="checkbox"/> Danielle Smith	R6 <input type="checkbox"/> Mariel Reguindin	<input type="checkbox"/> Liliana Trujillo
R3 <input type="checkbox"/> Jamie Butcher	R6 <input type="checkbox"/> May Gayton-Jacob	<input type="checkbox"/> Inez Cabrera
R3 <input type="checkbox"/> Monique Upshaw-Smith	R6 <input type="checkbox"/> Rada Mosely	<input type="checkbox"/> Sam Sway
R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Sonia Lopez	<input type="checkbox"/> Rhiannon Chin
R4 <input type="checkbox"/> Diana Berlanga	R6 <input type="checkbox"/> Mario Palacios	<input type="checkbox"/> Erick Arreola
		<input type="checkbox"/> TJ Singh
		<input type="checkbox"/> Julie Conwell-RM

Notes Taken By: Region # 3 Responsible for Meeting Notes –

Agenda:

Introduction of New Members:

- Judy Nguyen – Orange County
- Puninder (Roni) Dhillon – San Joaquin County

Darcy Alexander

Meeting Notes:

- **Completed Meeting Notes are due Wednesday May 6, 2020**

Darcy Alexander

CalSAWS Update - Covid-19:

- Outbound IVR/Text Messaging- SCR #CIV-106705 (sent out as FYI)
- Do Not Send SAR 7, SAR72, CalWORKs/CalFresh RE's- SCR #CIV-106752 & #CA-214544
- C-IV Contact Center Connectivity Alternative (At Home-Other Office)

Darcy Alexander-Jared Kuester

Amazon Connect Status Update:

- C-IV Counties transition to AWS Update

Jared Kuester

IVR-Contact Center Committee SCR Prioritization:

- This is suspended at this time due to Covid-19

Darcy Alexander

Agenda:

CalSAWS Contact Center Approach:

John Dray/Gerald Mills

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#	Action Item	Assigned To	Assigned Date	Due Date	Status
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Next Scheduled Meeting – Onsite/Skype TBD - July 22, 2020:

Region 4 will be responsible for meeting notes.

DRAFT

