

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 checked="" type="checkbox"/> Curt Dodson	R4 <input checked="" type="checkbox"/> Dwight Bristow	<input checked="" type="checkbox"/> Jared Kuester
R1 <input checked="" type="checkbox"/> Esmeralda Rouse	R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon	<input type="checkbox"/> Stacey Xiong
R1 <input checked="" type="checkbox"/> Moises Martinez	R4 <input checked="" type="checkbox"/> Valerie Rangel	<input checked="" type="checkbox"/> Danielle Benoit
R1 <input checked="" type="checkbox"/> Monica Castillo	R5 <input checked="" type="checkbox"/> Angelica Ruiz	<input checked="" type="checkbox"/> Logan Pratt
R1 <input type="checkbox"/> Thomas West	R5 <input checked="" type="checkbox"/> Darrin Kearney	<input checked="" type="checkbox"/> Gerald Limbrick
R2 <input checked="" type="checkbox"/> Jesse Hallford	R5 <input checked="" type="checkbox"/> Corrinne Simpson	<input checked="" type="checkbox"/> John Dray
R2 <input checked="" type="checkbox"/> Tina Baker	R5 <input checked="" type="checkbox"/> Michael Schmidt	<input checked="" type="checkbox"/> John Lavayen
R3 <input checked="" type="checkbox"/> Danielle Smith	R5 <input checked="" type="checkbox"/> Judy Nguyen	<input type="checkbox"/> Liliana Trujillo
R3 <input checked="" type="checkbox"/> Jamie Butcher	R6 <input checked="" type="checkbox"/> Mariel Reguindin	<input checked="" type="checkbox"/> Sam Sway
R3 <input checked="" type="checkbox"/> Monique Upshaw-Smith	R6 <input type="checkbox"/> May Gayton-Jacob	<input checked="" type="checkbox"/> Rhiannon Chin
R4 <input checked="" type="checkbox"/> David Mata	R6 <input type="checkbox"/> Rada Mosely	<input type="checkbox"/> Erick Arreola
R4 <input checked="" type="checkbox"/> Diana Berlanga	R6 <input checked="" type="checkbox"/> Sonia Lopez	<input checked="" type="checkbox"/> TJ Singh
	R6 <input type="checkbox"/> Mario Palacios	<input checked="" type="checkbox"/> Julie Conwell-RM
		<input checked="" type="checkbox"/> Carlos Cuenca
		<input checked="" type="checkbox"/> Sherice Sterling-CDSS

Notes Taken By: Region # 3 Responsible for Meeting Notes – Humboldt - Monique Upshaw-Smith

Agenda:

Introduction of New Members:

Darcy Alexander

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

Meeting Notes:

Darcy Alexander

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

CalSAWS Update - Covid-19:

Darcy Alexander-Jared Kuester

- Outbound IVR SCR #CIV-106705 (sent out as FYI)
[Sent to Committee 3/19/2020](#)
- Text Messaging SCR #CIV-106705 (Sent out as FYI)
[Sent to Committee 3/19/2020](#)
- Do Not Send SAR 7 SCR #CIV-106752 & #CA-214544
[Sent to Committee 4/3/2020](#)
- C-IV Contact Center Connectivity Alternative (At Home-Other Office)

Agenda:

Amazon Connect Status Update:

Jared Kuester

- C-IV Counties transition to AWS Update

The last county to “Go Live” went well. Any issues and one-offs are being worked on. They are mostly network and workstation related. Next up is bringing in enhancements, updating the admin page, improving supervisor functionality and visual components. This planning is being done for C-IV counties and the Teams Management Panel in CCP targeted for Roll-out with the 20.05 release.

IVR-Contact Center Committee SCR Prioritization:

Darcy Alexander

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

CalSAWS Contact Center Approach:

Danielle Benoit

Additional Agenda Items Added:

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- Some RCC calls are coming in having a blank C-IV-page pop up instead of call log. If that happens log a ticket.
 - Presentation for a 58-county contact center solution
 - In web portal and CalSAWS.org
 - Contact Center functional design sessions start in June
 - CRM (Customer Relation Management)
 - Enhanced call log
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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.