

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: April 28, 2021	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Curt Dodson	R3 <input type="checkbox"/> Joshua Charlton	R6 <input type="checkbox"/> Andy Nguyen
R1 <input type="checkbox"/> Esmeralda Rouse	R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Maria Montoya
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Irma Sanchez
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Jesse Hallford	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Robert Cori Robertson	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Corrinne Simpson	
R2 <input type="checkbox"/> Darcy Knox	R5 <input type="checkbox"/> Michael Schmidt	
R3 <input type="checkbox"/> Danielle Smith – Yvonne Braga	R5 <input type="checkbox"/> Judy Nguyen	

Notes Taken By: Region # 4 Responsible for Meeting Notes –

Agenda:

Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> • <u>Completed Meeting Notes are due Wednesday March 3, 2021</u> 	
<ul style="list-style-type: none"> • Review Action item from Meeting on April 7, 2021 <ul style="list-style-type: none"> ○ Are Reports able to drill down when clicking on the different items within a graphical report? 	Contact Center Team
<ul style="list-style-type: none"> • SCR CA-207026 – Migrate C-IV Functionality 	Contact Center Team
<ul style="list-style-type: none"> • SCR CA-226843 - Voice Authentication 	Contact Center Team
<ul style="list-style-type: none"> • SCR CA-227517 - SSO Integration: This will be included in Admin Page not a separate SCR This SCR CA-227517 will be rejected. 	Contact Center Team
<ul style="list-style-type: none"> • SCR CA-228023 - Post Call Survey 	Contact Center Team
<ul style="list-style-type: none"> • SCR CA-227063 – WebChat and Click to Call 	Contact Center Team

Next Scheduled Meeting – Teams – May 12, 2021 9:00 AM – 12:00 PM:

Region 5 will be responsible for meeting notes.

Upcoming Meeting Schedule:

Meeting Date	Meeting Time	Venue
May 12, 2021	9:00 AM – 12:00 PM	Microsoft Teams
May 26, 2021	9:00 AM – 12:00 PM	Microsoft Teams
June 9, 2021	9:00 AM – 12:00 PM	Microsoft Teams
June 23, 2021	9:00 AM – 12:00 PM	Microsoft Teams

Note: Additional Meeting dates and times may be required.

DRAFT

