

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: October 6, 2021	Notes Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:	R1 <input checked="" type="checkbox"/> Esmeralda Rouse R1 <input checked="" type="checkbox"/> Martin Lara R1 <input type="checkbox"/> Nancy Rodriguez R1 <input checked="" type="checkbox"/> Monica Castillo R1 <input type="checkbox"/> Norma Feters R2 <input checked="" type="checkbox"/> Cathy Collins R2 <input type="checkbox"/> Shawna Reed R2 <input type="checkbox"/> Chris Craig R2 <input checked="" type="checkbox"/> Ilda Torrez R2 <input checked="" type="checkbox"/> Stacy Bruemmer R3 <input checked="" type="checkbox"/> Danielle Smith R3 <input type="checkbox"/> Julie Evinger R3 <input type="checkbox"/> Joshua Charlton R4 <input checked="" type="checkbox"/> David Mata R4 <input type="checkbox"/> Alfredo Jimenez R4 <input type="checkbox"/> Dwight Bristow R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R4 <input checked="" type="checkbox"/> Mark McAlister R5 <input checked="" type="checkbox"/> Alma Franco R5 <input checked="" type="checkbox"/> Cori Robertson R5 <input checked="" type="checkbox"/> Corrinne Simpson R5 <input checked="" type="checkbox"/> Nina Olivas R5 <input checked="" type="checkbox"/> Jason Garrett R6 <input type="checkbox"/> Andy Nguyen R6 <input checked="" type="checkbox"/> Maria Montoya R6 <input type="checkbox"/> Karina Estrada R6 <input checked="" type="checkbox"/> Narine Tervartanyan R6 <input checked="" type="checkbox"/> Jason Reyes CS <input checked="" type="checkbox"/> Jared Kuester CS <input checked="" type="checkbox"/> Stacey Xiong CS <input checked="" type="checkbox"/> Logan Pratt CS <input checked="" type="checkbox"/> Danielle Benoit CS <input checked="" type="checkbox"/> Gerald Limbrick CS <input type="checkbox"/> Matt Lower
		CS <input type="checkbox"/> John Dray CS <input checked="" type="checkbox"/> Charles Heo CS <input type="checkbox"/> Rhiannon Chin CS <input type="checkbox"/> Erick Arreola CS <input type="checkbox"/> Kimberly Sinclair CS <input type="checkbox"/> Don Coffey CS <input type="checkbox"/> Carlos Cuenca CS <input type="checkbox"/> Julie Conwell – RM Sponsor CS <input type="checkbox"/> CDSS

Notes Taken By: Region # 5 Responsible for Meeting Notes – Riverside – Corrinne Simpson

Agenda Topic:	Important Points
<p>Welcome/New Members:</p> <p>Cathy Collins – Sutter County – Region 2</p>	<ul style="list-style-type: none"> Introduction done for new members
<p>Meeting Notes:</p> <ul style="list-style-type: none"> Region 5 Identified as the one responsible for taking notes. 	<ul style="list-style-type: none"> Region #5 Notes are due to the Contact Center Facilitator on October 13, 2021
<ul style="list-style-type: none"> CA-226839 External Party Access: 	<ul style="list-style-type: none"> Contact Center Team The IVR Team will be adjusting the design doc before re-sending it out for committee approval. Meeting opened with <i>regional vote to amend assumptions to include verbiage to confirm that this IVR will not have any self-service options or provide any customer information to the caller.</i> <p>Regional vote results: unanimous “Yes”.</p>

- The requirement for this SCR came from the counties. There are no State mandates involved with this SCR.
- Counties are free to set their own Service Level goals.
- Discussion occurred about the possibility of ending this SCR in favor of a new SCR that will build a CBO option into the regular IVR. *Regional vote taken about whether to continue this SCR.*

Regional vote results: Regions voted in favor of continuing with the current SCR. One Region voted in favor of ending this SCR in favor of a new SCR-IVR Call Flow. Outcome is to continue with current SCR.

- Concern about short timeline to develop business processes before release. *CalSAWS response: It is possible to push release to 22.03.*

Also noted: no calls will come through the EPA line until a county issues a PIN. Updating the design document per discussions had in this meeting may also cause further delay in implementation.

- Call flow discussion:
 - Call flow did not require authentication to access the EPA line for non-contact center counties. *Regional vote taken to adjust the flow so that authentication is required regardless of whether a contact center exists.*

Regional Vote results: Unanimous "Yes".

- IVR PIN access discussion
 - PINs are not county specific. Once issued, a CBO can have their call directed to any county they choose. *CalSAWS response: Potential exists to*

redesign to allow individual counties to control access to the EPA line.

- PIN button on Resource Data Pages (RDP)
 - RDP pages are not county specific. Resources are shared. Access to edit the RDP page requires specific security rights. The design doc places the PIN button on all three RDB pages. *CalSAWS response: All three RDB pages function the same. The IVR PIN cannot be put on one page and not the other two.*
 - “Last Date Changed” field to be added to Resource data pages to indicate the last date pin was reset or assigned.
- PIN letter discussion
 - The county address field populates with the address of the staff that issues/reissues the PIN. The staff with security rights to access the RDP may not be the staff to assist CBOs. Can counties provide a designated address to populate on these letters? *CalSAWS response: All forms are designed this way. However, there is an SCR in the works that will allow editing of the sender address.*
- New use for EPA line design
- County to county communication with queue to also be incorporated in redesign.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Rework the design of SCR 226839	IVR Team			
2					



Next Scheduled Meeting – Teams – October 27, 2021 9:00 AM – 12:00 PM:

Region 6 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
October 6, 2021	9:00 AM – 12:00 PM	Scheduled
October 27, 2021	9:00 AM – 12:00 PM	Scheduled
November 17, 2021	9:00 AM – 12:00 PM	Scheduled
December 15, 2021	9:00 AM – 12:00 PM	Scheduled

Note: Additional Meeting dates and times may be required.

