

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: January 26, 2022	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Karen Elizondo	R3 <input type="checkbox"/> Joshua Charlton	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Celeste DuBay	R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Narine Tervartanyan
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Jason Reyes
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Dwight Bristow	
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Cathy Collins	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Robert Cori Robertson	
R2 <input type="checkbox"/> Hda Torrez	R5 <input type="checkbox"/> Corrinne Simpson	
R2 <input type="checkbox"/> Gabriel Gutierrez	R5 <input type="checkbox"/> Nina Olivas	
R2 <input type="checkbox"/> Stacy Bruemmer	R5 <input type="checkbox"/> Jason Garrett	
R3 <input type="checkbox"/> Danielle Smith	R6 <input type="checkbox"/> Andy Nguyen	
R3 <input type="checkbox"/> Kailee Lewis	R6 <input type="checkbox"/> Maria Montoya	

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

Agenda:

Welcome – New Members:	Darcy Alexander
Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> <u>Completed Meeting Notes due Wednesday February 2, 2022</u> 	
<ul style="list-style-type: none"> SCR CA-239812 – Voice Biometrics Recordings 	Contact Center Team

Next Scheduled Meeting – Teams – March 23, 2022, 9:00 AM – 12:00 PM:

Region 4 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
January 26, 2022	9:00 AM – 12:00 PM	Scheduled
March 23, 2022	9:00 AM – 12:00 PM	Scheduled
May 25, 2022	9:00 AM – 12:00 PM	Scheduled
July 27, 2022	9:00 AM – 12:00 PM	Scheduled
September 28, 2022	9:00 AM – 12:00 PM	Scheduled
November 16, 2022	9:00 AM – 12:00 PM	Scheduled