

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: January 26, 2022	Notes Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:	R1 <input checked="" type="checkbox"/> Karen Elizondo R1 <input type="checkbox"/> Rachel Gomez R1 <input type="checkbox"/> Celeste DuBay R1 <input type="checkbox"/> Willie Balitaan R1 <input checked="" type="checkbox"/> Nancy Rodriguez R1 <input type="checkbox"/> Monica Castillo R1 <input type="checkbox"/> Norma Fotters R2 <input type="checkbox"/> Cathy Collins R2 <input checked="" type="checkbox"/> Shawna Reed R2 <input type="checkbox"/> Chris Craig R2 <input type="checkbox"/> Hda Torrez R2 <input checked="" type="checkbox"/> Gabriel Gutierrez R2 <input checked="" type="checkbox"/> Stacy Bruemmer R3 <input type="checkbox"/> Danielle Smith R3 <input type="checkbox"/> Kailee Lewis R3 <input checked="" type="checkbox"/> Joshua Charlton	R4 <input type="checkbox"/> David Mata R4 <input checked="" type="checkbox"/> Alfredo Jimenez R4 <input checked="" type="checkbox"/> Dwight Bristow R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon R4 <input checked="" type="checkbox"/> Mark McAlister R5 <input checked="" type="checkbox"/> Alma Franco R5 <input type="checkbox"/> Cori Robertson R5 <input type="checkbox"/> Corrinne Simpson R5 <input checked="" type="checkbox"/> Briyit Carbajal R5 <input checked="" type="checkbox"/> Nina Olivas R5 <input checked="" type="checkbox"/> Jason Garrett R6 <input checked="" type="checkbox"/> Andy Nguyen R6 <input checked="" type="checkbox"/> Maria Montoya R6 <input checked="" type="checkbox"/> Karina Estrada R6 <input 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 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"/> Jacob Olson CS <input type="checkbox"/> Carlos Cuenca CS <input checked="" type="checkbox"/> Julie Conwell – RM Sponsor CS <input checked="" type="checkbox"/> CDSS

Notes Taken By: Region # 3 Responsible for Meeting Notes – Shasta – Joshua Charlton

Agenda Topic:	Important Points
Welcome/New Members:	<ul style="list-style-type: none"> Introduction done for new members
Meeting Notes:	<ul style="list-style-type: none"> Region #3– Shasta – Joshua Charlton Notes are due to the Contact Center Facilitator on February 2, 2022.
<ul style="list-style-type: none"> SCR CA-239812 – Voice Biometrics Recordings 	<ul style="list-style-type: none"> Contact Center Team Update existing CalSAWS IVR's to include request for 100 male and 100 female voice recordings in the additional 13 languages being added to the IVR System. This request is optional not required and will take less than a minute to accomplish. Contact Center Committee unanimously voted to approve SCR.



Action Items:

Action Items

Action Items	Due Date	Responsible Party
1		
2		
3		
4		
5		

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

