

## CalSAWS | IVR/Contact Center Committee Meeting Agenda

<b>Date:</b> March 23, 2022	<b>Location:</b> Microsoft Teams	
<b>Time:</b> 9:00 am – 12:00 pm	<b>Meeting Called by:</b> Darcy Alexander	
<b>Attendees:</b>		
R1 <input type="checkbox"/> Karen Elizondo	R3 <input type="checkbox"/> Joshua Charlton	R6 <input type="checkbox"/> Andy Nguyen
R1 <input type="checkbox"/> Celeste DuBay	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"/> Brian Bumpus	R6 <input type="checkbox"/> Narine Tervartanyan
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Cathy Collins	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"/> Stacy Bruemmer	R5 <input type="checkbox"/> Nina Olivas	
R3 <input type="checkbox"/> Danielle Smith	R5 <input type="checkbox"/> Jason Garrett	
R3 <input type="checkbox"/> Kailee Lewis		

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

### Agenda:

<b>Welcome – New Members:</b>	Darcy Alexander
<b>Meeting Notes:</b>	Darcy Alexander
<ul style="list-style-type: none"> <li><b><u>Completed Meeting Notes due Wednesday March 30, 2022</u></b></li> <li><b>SCR CA-226843 – Voice Biometrics Recordings</b></li> <li><b>Discussion on CalSAWS Maintenance Messaging</b> <ul style="list-style-type: none"> <li><b>When CalSAWS is down and Self-Service not available</b></li> </ul> </li> </ul>	Contact Center Team

### Next Scheduled Meeting – Teams – May 25, 2022, 9:00 AM – 12:00 PM:

Region 5 will be responsible for meeting notes.

### Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/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