

## CalSAWS | IVR/Contact Center Committee Meeting Agenda

<b>Date:</b> May 25, 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"/> <del>Sonia James</del>	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Narine Tervartanyan
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Cathy Collins	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Shawna Reed	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Robert Cori Robertson	
R2 <input type="checkbox"/> Stacy Bruemmer	R5 <input type="checkbox"/> Corrinne Simpson	
R3 <input type="checkbox"/> Danielle Smith	R5 <input type="checkbox"/> Nina Olivas	
R3 <input type="checkbox"/> Kailee Lewis	R5 <input type="checkbox"/> Jason Garrett	

**Notes Taken By: Region #5 Responsible for Meeting Notes –**

### Agenda:

<b>Welcome – New Members:</b>	Darcy Alexander
<b>Sonia James – Kings - Region #4</b>	
<b>Meeting Notes:</b>	Darcy Alexander
<ul style="list-style-type: none"> <li><b><u>Completed Meeting Notes due Wednesday June 1, 2022</u></b></li> </ul>	
<ul style="list-style-type: none"> <li><b>Update on progress of Language collection for Voice Biometrics SCR CA-226843:</b> <ul style="list-style-type: none"> <li>Added languages to be available in IVR June 2022</li> <li>Collection of recordings began April 25, 2022</li> </ul> </li> </ul>	Contact Center Team
<ul style="list-style-type: none"> <li><b>CalSAWS Maintenance Messaging when CalSAWS is down, and Self-Service is not available:</b> <ul style="list-style-type: none"> <li><b>Existing Recording</b> "The Interactive Voice Response System will not be available starting &lt;Day&gt; &lt;Month and Date&gt; at &lt;time&gt; until &lt;Day&gt; &lt;Month and Date&gt; at &lt;time&gt; due to maintenance. During this time, you will not be able to connect to a worker or use the self-service options using this phone system."</li> </ul> </li> </ul>	Contact Center Team
<ul style="list-style-type: none"> <li><b>Enhanced CCP Update:</b></li> </ul>	Contact Center Team
<ul style="list-style-type: none"> <li><b>SCR CA-245360 - Telephonic Signature Rights &amp; Responsibilities Update:</b></li> </ul>	Contact Center Team
<ul style="list-style-type: none"> <li><b>SCR CA-244081, CA-244082, CA-244872 - Texting Updates:</b></li> </ul>	Contact Center Team

## Agenda:

- **Walk-on Item – SCR CA-245839 – Update to Verbiage for Medi-Cal Redetermination to Medi-Cal Renewal** Contact Center Team

- **Additional Discussion Topics/Questions:**

## Action Items

Action Items	Due Date	Responsible Party
1		
2		

## Next Scheduled Meeting – Teams – July 27, 2022, 9:00 AM – 12:00 PM:

Region 6 will be responsible for meeting notes.

## Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/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