

CalSAWS | IVR/Contact Center Committee Meeting

Date: July 24, 2019	Location: Sutter Conference Room
Time: 10:00 am – 2:30 pm	Meeting Called by: Darcy Alexander

Attendees: **Region 1:** Corrine Simpson, Kristina Simmons, Lisa Renfro (All Riverside)
Region 2: Darrin Kearney, Angelica Ruiz, Ariana Michel (All San Bernardino)
Region 3: Diana Berlanga (Kings), Valerie Rangel (Kern), Esmeralda Rouse (Monterey)
Region 4: Sheila Standridge (San Joaquin), Shelly Todd (Napa), Dwight Bristow, (Stanislaus),
Region 5: Elizabeth Palm (Merced), Sophia Yingling (Tuolumne)
Region 6: Monique Upshaw-Smith, (Humboldt), Jaswinder Purewal (Yuba), Jesse Halford (Sutter)
Region 7: Danielle Smith (Butte), Jeri Robertson (Siskiyou), Jamie Butcher (Shasta)
Region 8: Mariel Reguindin, Rada Mosley, Armando Gonzalez, Mario Palacios, Sonia Lopez, Joseph Hernandez, May Gayton-Jacob (All LA)

CalACES North: Jill Smith, Melissa Gates, Jared Kuester, Josy Thomas, Melissa Mendoza, Gerald Limbrick, Matt Lower, Danielle Benoit, John Dray, Jon Burkett, John Lavayen, Liliana Trujillo, Ricardo Miranda, Martha Zepeda, Joe Mendoza, Nichole Nava, Kim Lamb, Jennifer Hobbs, Peggy Macias

CalACES South: Inez Cabrera, Sam Svay, Ana Cruz

Region 6 Responsible for Meeting Minutes

Agenda:

Introduction of New Members:

Darcy Alexander

- None

Meeting Minutes:

Darcy Alexander

- Approval of May 22, 2019 Meeting Minutes
- Approval of March 27, 2019 Meeting Minutes received from all Regions on June 27, 2019.
- Counties are now required to provide completed Meeting Minutes to the CalSAWS Project no later than one week from the date of the IVR/Contact Center Committee Meeting due to a new process which requires I post completed Meeting Minutes within two weeks of the Committee Meeting.
- Completed Meeting Minutes are due Wednesday July 31, 2019.

Amazon Connect Status Update

John Lavayen

Agenda:

Calabrio Schedule Notification Warning Pop-up

Darcy Alexander

- Discussion on warning pops up when changing an agents schedule – This is Global Setting – Vote to remove pop-up warning

SCR CIV-101131 – Add language to Text Notifications if appointments are in Person or by Telephone

Darcy Alexander

- Status to be flipped Design in Progress (SPG is already approved)

SCR CIV-103354 (CER CIV-103038) – Add Address to Appointment Reminder Text

Darcy Alexander

- Limit of available characters (160) for Text Notifications

Discussion to Remove Agents ability to hear their recorded calls

Darcy Alexander

- Global Setting – vote to remove –

Calabrio Dashboard Widget is in seconds

Jared Kuester

- Counties would like this changed to hour-minute-seconds – Ticket opened for this with Calabrio #127869

Average Time per call widget in Calabrio shows for some not all

Jared Kuester

- Jared opened ticket with Calabrio on 5/23/2019 resolved 6/6/2019.
- Widget names changed – new name not reflected until removed from Dashboard – When field is re-added it has a new name shown below:
 - Average Time Per Call = Agent Time Distributions (All)
 - Call Volume = Agent Call Volumes (All)
 - Supervisor Percentages = Agent Percentages (Supervisor)
 - Agent Time = Agent Time Totals (Agent, Admin)
 - Calls per Hour = Agent Calls per Hour (Admin)

Calabrio Adherence Reporting Creation

Darcy Alexander

- Email sent out on 6/17/19 with information

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	In Calabrio, how many teams can be viewed in the Supervisor View of the CCP	Darcy Alexander	6/12/19	6/25/19	With the correct rights you can see all teams. In the CCP you should be able to see all staff you

supervise just as in Finesse today.

2	Calabrio Pop-up Messages for Breaks and Lunch	Darcy Alexander	6/12/2019	6/25/2019	This functionality is currently <u>not</u> available in Calabrio
3	Calabrio Dashboard Widget is in seconds -	Darcy Alexander	6/12/2019	6/25/2019	Counties would like this changed to hour-minute-seconds – Ticket opened for this with Calabrio #127869
4	CIV Counties want to know if Email and Text Campaigns LA is currently using we can implement at migration	Darcy Alexander	6/10/19	6/18/19	No, we will not be able to implement these at Migration. After Migration counties can submit a CER to go before the Committee.

Next Scheduled Meeting – Video Conferencing - Onsite:

September 25, 2019, from 10:00 am – 2:30 pm, Region 1 will be responsible for meeting minutes.