

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: July 24, 2019	Notes Location: SharePoint > Application Development > Committees > IVR-Contact Center > 2019 July 24	
Time: 10:00 am – 2:30 pm	Meeting Materials: SCR Long Descriptions	
Meeting Called by: Darcy Alexander	SCR Tracking Log IVR/CC Agenda	

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), Monica Castillo (Marin)~~
Region 5: ~~Elizabeth Palm, Marissa Gonzales, Linda Ortiz (Merced), Sophia Yingling (Tuolumne)~~
Region 6: ~~Monique Upshaw-Smith, Angel Brockett (Humboldt), Jaswinder Purewal (Yuba), Jesse Hallford (Sutter)~~
Region 7: ~~Danielle Smith (Butte), Jeri Robertson (Siskiyou), Jamie Butcher (Shasta)~~
Region 8: Mariel Reguindin, ~~Rada Mesley~~, Armando Gonzalez, Mario Palacios, Sonia Lopez, ~~Joseph Hernandez, May Gayton-Jacob~~ (All LA)

CalSAWS North: Jared Kuester, Josy Thomas, TJ Singh, ~~Melissa Mendoza, Gerald Limbrick, Matt Lower, Danielle Benoit, John Dray, Jon Burkett, John Lavayan, Liliانا Trujillo,~~

CalSAWS South: ~~Inez Cabrera, Sam Svay, Ana Cruz~~

Minutes Taken By Region 6 – Jesse Hallford (Sutter)

Agenda Topic:

Important Points:

Introduction of New Members:

- None

Meeting Notes:

- New Meeting Note Policy Discussed
- Approval of May 22, 2019 Meeting Notes

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- Counties are now required to provide completed Meeting Notes 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 Notes within two weeks of the Committee Meeting.
- Completed Meeting Notes are due Wednesday July 31, 2019.
- May 22, 2019 Meeting Notes were approved by all regions.

Agenda Topic:

Amazon Connect Status Update

- All on track- testing continues, script completed
- Counties to go online 11/19

Important Points:

- No enhancement requests being accepted
- 17.2 E-gain will have its own new log in and be cloud supported
- Should not time out due to wallboards in use
- Side by side will be provided for historical data

Calabrio Schedule Notification Warning Pop-up

- Discussion on warning that pops up when changing an agents schedule – This is Global Setting – Vote to remove pop-up warning
- Counties to go online 11/19

- Committee voted overall to keep the notification warning pop-up aside from Region 4 who voted to Remove the Pop-up warning.

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

- Discuss moving to Top Ten

- This SCR was flipped to Design in Progress

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

- This SCR is not possible due to the limit of available characters (160) for Text Notifications - per Design Team – SCR Rejected -

- This SCR was rejected by Darcy prior to meeting due to restraints of texting characters allowed.

SCR CA-204420 – SAR 7 Texting Campaign

- LRS will implement new outbound SAR 7 texting campaigns for SAR 7 Status

- This SCR was not voted on by the Committee but was an FYI only to them. This SCR does not impact the C-IV Counties now or at Migration.

Discussion to Remove Agents ability to hear their recorded calls

- Global Setting – vote to remove –
- Vote required as this is another global setting
- **Voting tabled until September – More info needed by the counties**

- This SCR was tabled until the September 25, 2019 Committee Meeting.
- Corrinne said counties could access "Recording Access by User Report"
- Recording Access by user report- could be a training issue with only a few workers
- Counties to pull report and form new vote

Calabrio Dashboard Widget is in seconds

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

- This is still with Calabrio Development Team and there is no new update.

Calabrio Pop-up Messages for Breaks and Lunch

- Jared had stated this functionality not currently available.

Agenda Topic:

Important Points:

- This functionality is currently not available in Calabrio

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

- 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)

- This item was relayed to the Committee and the issue is now closed since items not gone just renamed.

Calabrio Adherence Reporting Creation

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

- Item now closed since counties informed of Adherence Report now available in Calabrio.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
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Next Scheduled Meeting – Onsite:

September 25, 2019, from 10:00 am – 3:00 pm, Region 1 will be responsible for meeting minutes.

