

## CalSAWS | IVR/Contact Center Committee Meeting

<b>Date:</b> January 22, 2020	<b>Location:</b> Sutter Conference Room	
<b>Time:</b> 10:00 am – 3:00 pm	<b>Meeting Called by:</b> Darcy Alexander	
<b>Attendees:</b>		
R1 <input type="checkbox"/> Curt Dodson	R4 <input type="checkbox"/> Dwight Bristow	<input type="checkbox"/> Jared Kuester
R1 <input type="checkbox"/> Esmeralda Rouse	R4 <input type="checkbox"/> Sheila Standridge	<input type="checkbox"/> Stacey Xiong
R1 <input type="checkbox"/> Moises Martinez	R4 <input type="checkbox"/> Valerie Rangel	<input type="checkbox"/> Danielle Benoit
R1 <input type="checkbox"/> Monica Castillo	R5 <input type="checkbox"/> Angelica Ruiz	<input type="checkbox"/> Melissa Mendoza
R1 <input type="checkbox"/> Thomas West	R5 <input type="checkbox"/> Darrin Kearney	<input type="checkbox"/> Gerald Limbrick
R2 <input type="checkbox"/> Jesse Hallford	R5 <input type="checkbox"/> Corrinne Simpson	<input type="checkbox"/> Matt Lower
R2 <input type="checkbox"/> Tina Baker	R5 <input type="checkbox"/> Eric Rubio	<input type="checkbox"/> John Dray
R2 <input type="checkbox"/> Logan Pratt	R5 <input type="checkbox"/> Jason Garrett	<input type="checkbox"/> John Lavayen
R3 <input type="checkbox"/> Danielle Smith	R6 <input type="checkbox"/> Mariel Reguindin	<input type="checkbox"/> Liliana Trujillo
R3 <input type="checkbox"/> Jamie Butcher	R6 <input type="checkbox"/> May Gayton-Jacob	<input type="checkbox"/> Inez Cabrera
R3 <input type="checkbox"/> Monique Upshaw-Smith	R6 <input type="checkbox"/> Rada Mosely	<input type="checkbox"/> Sam Sway
R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Sonia Lopez	<input type="checkbox"/> Ana Cruz
R4 <input type="checkbox"/> Casey Wilson	R6 <input type="checkbox"/> Mario Palacios	<input type="checkbox"/> TJ Singh
R4 <input type="checkbox"/> Diana Berlanga		<input type="checkbox"/> Julie Conwell-RM

**Notes Taken By: Region # 2 Responsible for Meeting Minutes –**

### Agenda:

#### Introduction of New Members:

Darcy Alexander

- Mario Palacios – LA – Region 6

#### Meeting Notes:

Darcy Alexander

- **Completed Meeting Notes are due Wednesday February 5, 2020**

#### Amazon Connect Status Update:

Jared Kuester

- C-IV Counties transition to AWS Update

#### AWS Demonstration:

Jared Kuester

#### • Presentation for SCR CIV-103677 for RCC Only:

Jared Kuester

- Voicemail for RCC's information
- SCR Vote for CIV-103677 for RCC's ONLY

#### • Presentation for SCR CIV-103679 for IVR ONLY for AWS

Jared Kuester

- SCR vote for CIV-103679 for IVR ONLY for AWS

#### • SCR Vote for CIV-105757 – Message of the Day Refresh Interval

Darcy Alexander

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1					
2					
3					

**Next Scheduled Meeting – Onsite - April 22, 2020:**

Region 3 will be responsible for meeting notes.

