CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date:	January 22, 2020	**Notes Location:**	SharePoint > Application Development > Committees > IVR-Contact Center > Year Month Day
Time:	10:00 am – 3:00 pm	**Meeting Materials:**	IVR/CC Agenda SCR Long Descriptions SCR Tracking Log
Meeting Called by:	Darcy Alexander		

Attendees:

R1 ☒ Curt Dodson	R4 ☒ Dwight Bristow	☒ Jared Kuester
R1 ☒ Esmeralda Rouse	R4 ☒ Sheila Standridge	☐ Stacey Xiong
R1 ☐ Moises Martinez	R4 ☐ Valerie Rangel	☒ Danielle Benoit
R1 ☒ Monica Castillo	R5 ☐ Angelica Ruiz	☒ Gerald Limbrick
R1 ☒ Thomas West	R5 ☒ Darrin Kearney	☒ Matt Lower
R2 ☒ Jesse Hallford	R5 ☒ Corrinne Simpson	☐ John Dray
R2 ☒ Tina Baker	R5 ☒ Eric Rubio	☐ John Lavayen
R2 ☐ Logan Pratt	R5 ☒ Jason Garrett	☐ Liliana Trujillo
R3 ☐ Danielle Smith	R6 ☒ Mariel Reguindin	☒ Sam Sway
R3 ☒ Jamie Butcher	R6 ☒ May Gayton-Jacob	☒ Kevin Diep
R3 ☒ Monique Upshaw-Smith	R6 ☐ Rada Mosely	☒ Ana Cruz
R4 ☐ David Mata-Fresno	R6 ☐ Sonia Lopez	☒ Jason Reyes
Casey Wilson in for David	R6 ☐ Mario Palacios	☒ Carlos
R4 ☒ Diana Berlanga	Linda Lue in for Mario	☒ TJ Singh
		☒ Julie Conwell - RM

Notes Taken By: Region # 2- Tina Baker from Sacramento County

Agenda Topic:	Important Points
Introductions New Committee Introductions	• Introduce any new Members
Meeting Notes: • Are required to be submitted by the counties no later than two weeks after the date of the Committee Meeting. • **Completed Meeting Notes are due Wednesday February 5, 2020**	• Region 2 is responsible for the Meeting Notes for this meeting • IVR/CC Analyst will no longer be handing out notes for previous meetings with committee agenda items. Meeting Notes will be emailed to the Committee one week after due date to get to the group.

Agenda Topic:	Important Points
AWS Demonstration: • AWS Status Update	• Kern county live with AWS, Yuba and Sutter next, Shasta and Butte. 6 counties live by end of Jan. 2020 • Agents No longer signing into finesse with AWS it is the CCP. • Logging into C-IV CCP (call control panel) with C-IV credentials • CCP Demo Presentation done with update to AWS.
Presentation for SCR CIV-103677 for RCC Only: • Voicemail for RCC's Information • SCR vote for CIV-103677 for RCC's Only	• Presentation of the Design document and call flow to the Committee for Regional Contact Centers Only • AWS for RCC Only Counties goes live April 2020 • Jared also talked about the voicemail for the RCC's • Committee requested before any vote that they are permitted five minutes to discuss within their Region. • Committee voted unanimously to approve SCR CiV-103677
Presentation for SCR CIV-103679 for IVR Only for AWS: • SCR vote for CIV-103679 for IVR Only for AWS	• Presentation of the Design Document and call flow to the Committee for the AWS IVR Only Counties • Vote taken for approval of SCR all counties voted unanimously to approve SCR
Presentation of SCR CiV-105757 – Message of the Day Refresh Interval: • SCR vote for CIV-105757 Message of the Day Refresh Interval	• Presentation of the Design Document and call flow to the Committee which changes the interval from 15 minutes to 10 seconds. • Vote taken for approval of SCR all counties voted unanimously to approve SCR
Top 10 SCRs: • Top 10 IVR/Contact Center SCRs discussed with Committee	• Discussion on how voting was done discussed with Committee. Reminder given that each region gets one vote for this. Explanation that only voting for SCR's do we use the voting system. Top Ten voting would be done again July 2020. • Fixed Version dates on SCR Long Descriptions are the Release Date.

Agenda Topic:	Important Points
Roll-On and Roll-Off Process:	• Counties are still required to submit a Change Order. Explained that multiple staff can be on one Change Order as long as a Roll-On form is attached for each individual. • Goal with AWS is for Counties to have the ability to Roll-On and Roll-Off their own staff. • New Forms for AWS were sent to PPOC's for each county which they are to be using now.

(Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Adherence/Conformance Report presently only captures %. Is there a way to capture the time instead of just the percentages?	Darcy	1/22/20		In Progress
2					

Next Scheduled Meeting – April 22, 2020 from 10:00 AM to 3:00 PM – Onsite:

• Region 3 responsible for taking meeting notes