

# CalSAWS | Notes from IVR/Contact Center Committee Meeting

<b>Date:</b> January 27, 2021	<b>Notes 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 checked="" type="checkbox"/> Curt Dodson R1 <input checked="" type="checkbox"/> Esmeralda Rouse R1 <input type="checkbox"/> Moises Martinez R1 <input checked="" type="checkbox"/> Monica Castillo R1 <input checked="" type="checkbox"/> Norma Feters R2 <input type="checkbox"/> Jesse Hallford R2 <input checked="" type="checkbox"/> Shawna Reed R2 <input checked="" type="checkbox"/> Chris Craig R2 <input checked="" type="checkbox"/> Ilda Torrez Yen R2 <input type="checkbox"/> Darcy Knox R3 <input checked="" type="checkbox"/> Danielle Smith R3 <input type="checkbox"/> Joshua Charlton R4 <input checked="" type="checkbox"/> David Mata R4 <input checked="" type="checkbox"/> Alfredo Jimenez R4 <input checked="" type="checkbox"/> Dwight Bristow R4 <input type="checkbox"/> Puninder (Roni) Dhillon R4 <input checked="" type="checkbox"/> Valerie Rangel	R5 <input checked="" type="checkbox"/> Alma Franco R5 <input checked="" type="checkbox"/> Darrin Kearney R5 <input checked="" type="checkbox"/> Corrinne Simpson R5 <input checked="" type="checkbox"/> Michael Schmidt R5 <input checked="" type="checkbox"/> Judy Nguyen R6 <input checked="" type="checkbox"/> Andy Nguyen R6 <input type="checkbox"/> Maria Montoya R6 <input checked="" type="checkbox"/> Karina Estrada R6 <input checked="" type="checkbox"/> Irma Sanchez R6 <input checked="" type="checkbox"/> Jason Reyes CS <input checked="" type="checkbox"/> Jared Kuester CS <input checked="" type="checkbox"/> Stacey Xiong CS <input checked="" type="checkbox"/> Logan Pratt CS <input checked="" type="checkbox"/> Danielle Benoit CS <input type="checkbox"/> Gerald Limbrick CS <input type="checkbox"/> Matt Lower
		CS <input checked="" type="checkbox"/> John Dray CS <input checked="" type="checkbox"/> John Lavayen CS <input type="checkbox"/> Sam Sway CS <input type="checkbox"/> Rhiannon Chin CS <input type="checkbox"/> Erick Arreola CS <input checked="" type="checkbox"/> Alan Giblin CS <input checked="" type="checkbox"/> TJ Singh CS <input type="checkbox"/> Don Coffey CS <input type="checkbox"/> Carlos Cuenca - Grady's Team CS <input type="checkbox"/> Julie Conwell – RM Sponsor CS <input type="checkbox"/> Sherice Sterling – CDSS

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**Notes Taken By:** Region # 6 – Andy Nguyen

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Agenda Topic:	Important Points
<b>Welcome</b>	•
• Roll taken	
<b>Introduction of New Members</b>	• R5 - Alma Franco – San Bernardino County
• Darcy Introduces New Members	• R1 – Norma Feters – Solano County
<b>Meeting Notes:</b>	• Region #6
• Region Identified as the one responsible for taking notes.	• Notes are due to Darcy on February 3, 2021
<b>CalSAWS Contact Center Update:</b>	•
• Tentative Timeline	
• C-IV Migration to CalSAWS	
• Individual County Meetings	
• Committee Meeting Frequency for Design input/review - Monthly	



## Agenda Topic:

### Additional Committee Meeting Request

#### • Detailed Designs Added Meetings:

- February 24, 2021 9:00-12:00
- March 24, 2021 9:00-12:00
- April 28, 2021 9:00-12:00
- May 26, 2021 9:00-12:00

#### • Other

- Individual customization working with each county.

#### Danielle Benoit:

- Notification went out to C-IV Counties.
- Down day on Friday Feb. 5th at 1:00pm for maintenance (typically on Sat).
- Log off so calls go to voice mail, Global emergency worker initiated for this time all RCC Counties.
- Some counties are doing manual work.
- Down day was announced at the JPA meeting and Contact Center Managers Meeting.
- Any questions contact Danielle or Darcy.
- Suggest stopping taking calls by noon.
- IVR test systems will begin 1/22/22 (timeline provided in the presentation)

## Important Points

- Invites were sent to Committee After Committee Meeting today. April 28, 2021 is the regular Committee Meeting adding in Detailed Design Session during this meeting.

#### Presentation:

- John Dray: Tentative kick off schedule to be shared with the group.
- Presentation was previously shown at the JPA (Joint Powers Authority) meeting last Friday.
- State, Federal have approved JPA amendments.
- Timeline began in May 2020 to the present.
- Phone signature will be retrievable.
- Amazon Connect for 33 counties.
- Project start date 2/1/2020
- Sept C-IV live.
- LA County flag tentative scheduled for summer 2022.
- IVR Contact Center committee will be doing the Detailed Design.
- Committee Meeting will begin meeting monthly starting February 24, 2021 and may meet more frequently.

## Additional Agenda Items Added – Not on Committee's Agenda

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#	Action Item	Assigned To	Assigned Date	Due Date	Status
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1

#	Decision Made	Who Made the Decision	Date
1			
2			

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**Next Scheduled Meeting – Teams - February 24, 2021:**

Region 1 will be responsible for meeting notes.

**Proposed Monthly Meeting Schedule:**

Meeting Date	Meeting Time	Venue
February 24, 2021	9:00 AM – 12:00 PM	Microsoft Teams
March 24, 2021	9:00 AM – 12:00 PM	Microsoft Teams
April 28, 2021	9:00 AM – 12:00 PM	Microsoft Teams
May 26, 2021	9:00 AM – 12:00 PM	Microsoft Teams

**Note: Additional Meeting dates and times may be required.**

