

## CalSAWS | IVR/Contact Center Committee Meeting Agenda

<b>Date:</b> April 7, 2021	<b>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 type="checkbox"/> Curt Dodson	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> Gerald Limbrick
R1 <input type="checkbox"/> Esmeralda Rouse	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> Matt Lower
R1 <input type="checkbox"/> Monica Castillo	R5 <input type="checkbox"/> Robert Cori Robertson	CS <input type="checkbox"/> John Dray
R1 <input type="checkbox"/> Norma Feters	R5 <input type="checkbox"/> Corrinne Simpson	CS <input type="checkbox"/> John Lavayen
R1 <input type="checkbox"/> Nancy Rodriguez	R5 <input type="checkbox"/> Michael Schmidt	CS <input type="checkbox"/> Sam Sway
R2 <input type="checkbox"/> Jesse Hallford	R5 <input type="checkbox"/> Judy Nguyen	CS <input type="checkbox"/> Rhiannon Chin
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Jason Garrett	CS <input type="checkbox"/> Erick Arreola
R2 <input type="checkbox"/> Chris Craig	R6 <input type="checkbox"/> Andy Nguyen	CS <input type="checkbox"/> Alan Giblin
R2 <input type="checkbox"/> Ilda Torrez	R6 <input type="checkbox"/> Maria Montoya	CS <input type="checkbox"/> TJ Singh
R2 <input type="checkbox"/> Darcy Knox	R6 <input type="checkbox"/> Karina Estrada	CS <input type="checkbox"/> Don Coffey
R3 <input type="checkbox"/> Danielle Smith	R6 <input type="checkbox"/> Irma Sanchez	CS <input type="checkbox"/> Carlos Cuenca -
R3 <input type="checkbox"/> Joshua Charlton	R6 <input type="checkbox"/> Jason Reyes	CS <input type="checkbox"/> Julie Conwell -
R4 <input type="checkbox"/> David Mata	CS <input type="checkbox"/> Jared Kuester	RM Sponsor
R4 <input type="checkbox"/> Casey Wilson	CS <input type="checkbox"/> Stacey Xiong	CS <input type="checkbox"/> Sherice Sterling -
R4 <input type="checkbox"/> Alfredo Jimenez	CS <input type="checkbox"/> Logan Pratt	CDSS
R4 <input type="checkbox"/> Dwight Bristow	CS <input type="checkbox"/> Danielle Benoit	
R4 <input type="checkbox"/> Puninder (Roni) Dhillon		

**Notes Taken By: Region # 3 Responsible for Meeting Notes –**

### Agenda:

#### Welcome/New Members:

Darcy Alexander

- Nancy Rodriguez – Region 1
- Norma Feters – Region 1
- Mark McAlister – Region 4
- Cori Robertson – Region 5

#### Meeting Notes:

Darcy Alexander

- **Completed Notes are due Wednesday April 14, 2021**

- **Review Items from Meeting on March 24, 2021:**

Contact Center Team

- SCR CA-226207 – Outbound IVR
- SCR CA-226209 – eGain, Calabrio, Amazon Connect Reporting
- Action Items

- **Contact Center Reporting Demos:**

Contact Center Team

- Calabrio One WFM/QA/QM
- eGain Analytics
- Amazon Connect

**Next Scheduled Meeting – Teams – April 21, 2021 9:00 AM – 12:00 PM:**

Region 4 will be responsible for meeting notes.

**Upcoming Meeting Schedule:**

Meeting Date	Meeting Time	Venue
April 28, 2021	9:00 AM – 12:00 PM	Microsoft Teams
May 12, 2021	9:00 AM – 12:00 PM	Microsoft Teams
May 26, 2021	9:00 AM – 12:00 PM	Microsoft Teams
June 9, 2021	9:00 AM – 12:00 PM	Microsoft Teams
June 23, 2021	9:00 AM – 12:00 PM	Microsoft Teams

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

DRAFT

