

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: April 7, 2021	Notes Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called By: Darcy Alexander	
Attendees:	R1 <input checked="" type="checkbox"/> Curt Dodson	R5 <input checked="" type="checkbox"/> Alma Franco
	R1 <input checked="" type="checkbox"/> Esmeralda Rouse	R5 <input checked="" type="checkbox"/> Cori Robertson
	R1 <input checked="" type="checkbox"/> Nancy Rodriguez-Anna Torres	R5 <input checked="" type="checkbox"/> Corrinne Simpson
	R1 <input checked="" type="checkbox"/> Monica Castillo	R5 <input checked="" type="checkbox"/> Michael Schmidt
	R1 <input checked="" type="checkbox"/> Norma Feters Gloria Ortiz	R5 <input checked="" type="checkbox"/> Judy Nguyen Jason Garrett
	R2 <input checked="" type="checkbox"/> Jesse Hallford	R6 <input type="checkbox"/> Andy Nguyen
	R2 <input checked="" type="checkbox"/> Shawna Reed	R6 <input checked="" type="checkbox"/> Maria Montoya
	R2 <input checked="" type="checkbox"/> Chris Craig	R6 <input checked="" type="checkbox"/> Karina Estrada
	R2 <input checked="" type="checkbox"/> Ilda Torrez Yen	R6 <input checked="" type="checkbox"/> Irma Sanchez
	R2 <input checked="" type="checkbox"/> Darcy Knox	R6 <input checked="" type="checkbox"/> Jason Reyes
	R3 <input checked="" type="checkbox"/> Danielle Smith	CS <input checked="" type="checkbox"/> Jared Kuester
	R3 <input checked="" type="checkbox"/> Joshua Charlton	CS <input checked="" type="checkbox"/> Stacey Xiong
	R4 <input checked="" type="checkbox"/> David Mata Casey Wilson	CS <input checked="" type="checkbox"/> Logan Pratt
	R4 <input checked="" type="checkbox"/> Alfredo Jimenez	CS <input checked="" type="checkbox"/> Danielle Benoit
	R4 <input checked="" type="checkbox"/> Dwight Bristow	CS <input checked="" type="checkbox"/> Gerald Limbrick
	R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon	CS <input checked="" type="checkbox"/> Matt Lower
	R4 <input checked="" type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> John Dray
		CS <input checked="" type="checkbox"/> John Lavayen
		CS <input checked="" type="checkbox"/> Charles Heo
		CS <input checked="" type="checkbox"/> Sam Sway
		CS <input checked="" type="checkbox"/> Rhiannon Chin
		CS <input checked="" 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 checked="" type="checkbox"/> Julie Conwell – RM Sponsor
		CS <input type="checkbox"/> Sherice Sterling
		CDSS

Notes Taken By: Region # 3 Responsible for Meeting Notes – Shasta County – Joshua Charlton

Agenda Topic:	Important Points
<p>Welcome/New Members:</p> <p>Nancy Rodriguez – Region 1</p> <p>Norma Feters – Region 1</p> <p>Mark McAlister – Region 4</p> <p>Cori Robertson – Region 5</p>	<ul style="list-style-type: none"> Roll Taken
<p>Meeting Notes:</p> <ul style="list-style-type: none"> Region 3 Identified as the one responsible for taking notes. 	<ul style="list-style-type: none"> Region #3 Notes are due to the Contact Center Facilitator on April 14, 2021
<p>Action Items from March 24, 2021 Meeting:</p> <ul style="list-style-type: none"> SCR CA-226207 – Outbound IVR SCR CA-226209 – eGain, Calabrio, Amazon Connect Reporting 	<ul style="list-style-type: none"> Question asked about the 25% recordings for Calabrio and if they can specify who is recorded. At the time of this meeting only one County has submitted their votes that are due on Friday April 9, 2021.

Agenda Topic:

Contact Center Reporting Demos:

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

Important Points

- Discussed that we have 3 different reporting systems available. While the source data is the same, the way in which the reports are displayed/used will be different.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
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1	Are Reports able to drill down when clicking on the different items within a graphical report	Contact Center Team	4-7-2021	5-12-2021	
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Next Scheduled Meeting – Teams – April 28, 2021 9:00 AM – 12:00 PM:

Region 4 will be responsible for meeting notes.

Proposed Monthly 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.