

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: March 24, 2021	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Curt Dodson	R3 <input type="checkbox"/> Danielle Smith	R5 <input type="checkbox"/> Corrinne Simpson
R1 <input type="checkbox"/> Esmeralda Rouse	R3 <input type="checkbox"/> Joshua Charlton	R5 <input type="checkbox"/> Michael Schmidt
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> David Mata	R5 <input type="checkbox"/> Judy Nguyen
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Andy Nguyen
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Maria Montoya
R2 <input type="checkbox"/> Jesse Hallford	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Karina Estrada
R2 <input type="checkbox"/> Shawna Reed	R4 <input type="checkbox"/> Valerie Rangel	R6 <input type="checkbox"/> Irma Sanchez
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Alma Franco	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Darrin Kearney	RM <input type="checkbox"/> Julie Conwell
R2 <input type="checkbox"/> Darcy Knox		CS <input type="checkbox"/> Project Staff

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

Agenda:

Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> <u>Completed Notes are due Wednesday March 31, 2021</u> 	
SCR CA-226209 WFM/QA/QM Reporting Design:	Contact Center Team
SCR CA-226207 Outbound IVR Design:	Contact Center Team

Next Scheduled Meeting – Teams - April 7, 2021 9:00 AM – 12:00 PM:

Region 3 will be responsible for meeting notes.

Upcoming Meeting Schedule:

Meeting Date	Meeting Time	Venue
March 24, 2021	9:00 AM – 12:00 PM	Microsoft Teams
April 7, 2021	9:00 AM – 12:00 PM	Microsoft Teams
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.