

## CalSAWS | IVR/Contact Center Committee Meeting Agenda

<b>Date:</b> June 9, 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	R3 <input type="checkbox"/> Joshua Charlton	R6 <input type="checkbox"/> Andy Nguyen
R1 <input type="checkbox"/> Esmeralda Rouse	R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Maria Montoya
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Irma Sanchez
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Jesse Hallford	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Robert Cori Robertson	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Corrinne Simpson	
R2 <input type="checkbox"/> Stacy Bruemmer	R5 <input type="checkbox"/> Michael Schmidt	
R3 <input type="checkbox"/> Danielle Smith	R5 <input type="checkbox"/> Jason Garrett	

**Notes Taken By: Region # 1 Responsible for Meeting Notes –**

### Agenda:

<b>Welcome – New Members:</b>	Darcy Alexander
<b>Stacy Bruemmer – Region 2</b>	
<b>Meeting Notes:</b>	Darcy Alexander
<ul style="list-style-type: none"> <li><b><u>Completed Meeting Notes are due Wednesday June 16, 2021</u></b></li> </ul>	
<ul style="list-style-type: none"> <li><b>Review Items from May 12, 2021 Committee Meeting:</b> <ul style="list-style-type: none"> <li>SCR CA-226672 - Administration Page Design</li> <li>Approval of SCR requested by June 18, 2021</li> </ul> </li> </ul>	Contact Center Team
<ul style="list-style-type: none"> <li>SCR CA-226837- Inbound IVR</li> </ul>	Contact Center Team

### Next Scheduled Meeting – Teams – June 23, 2021 9:00 AM – 12:00 PM:

Region 2 will be responsible for meeting notes.

### Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Venue
June 9, 2021	9:00 AM – 12:00 PM	Microsoft Teams
June 23, 2021	9:00 AM – 12:00 PM	Microsoft Teams
July 7, 2021	9:00 AM – 12:00 PM	Microsoft Teams

July 21, 2021	9:00 AM – 12:00 PM	Microsoft Teams
August 4, 2021	9:00 AM – 12:00 PM	Microsoft Teams
August 18, 2021	9:00 AM – 12:00 PM	Microsoft Teams
September 22, 2021	9:00 AM – 12:00 PM	Microsoft Teams
October 27, 2021	9:00 AM – 12:00 PM	Microsoft Teams
November 17, 2021	9:00 AM – 12:00 PM	Microsoft Teams
December 15, 2021	9:00 AM – 12:00 PM	Microsoft Teams

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

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