

<b>Date:</b> May 12, 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 checked="" type="checkbox"/> Nancy Rodriguez R1 <input checked="" type="checkbox"/> Monica Castillo R1 <input checked="" type="checkbox"/> Norma Feters R2 <input checked="" type="checkbox"/> Jesse Hallford R2 <input checked="" type="checkbox"/> Shawna Reed R2 <input 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 checked="" type="checkbox"/> Joshua Charlton R4 <input type="checkbox"/> David Mata R4 <input checked="" type="checkbox"/> Alfredo Jimenez R4 <input checked="" type="checkbox"/> Dwight Bristow R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon R4 <input checked="" type="checkbox"/> Mark McAlister	R5 <input checked="" type="checkbox"/> Alma Franco R5 <input type="checkbox"/> Cori Robertson R5 <input checked="" type="checkbox"/> Corrinne Simpson R5 <input checked="" type="checkbox"/> Michael Schmidt R5 <input checked="" type="checkbox"/> Jason Garrett R6 <input type="checkbox"/> Andy Nguyen R6 <input checked="" 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"/> Charles Heo 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 checked="" type="checkbox"/> Julie Conwell – RM Sponsor CS <input type="checkbox"/> Sherice Sterling – CDSS

**Notes Taken By:** Region # 5 Responsible for Meeting Notes –

Agenda Topic:	Important Points
<b>Welcome/New Members:</b> Jason Garrett – Region 5	<ul style="list-style-type: none"> <li>Welcome Jason</li> </ul>
<b>Meeting Notes:</b>	<ul style="list-style-type: none"> <li>Region #5</li> <li>Notes are due to the Contact Center Facilitator on May 19, 2021</li> </ul>
<ul style="list-style-type: none"> <li>Region 5 Identified as the one responsible for taking notes.</li> </ul>	
<ul style="list-style-type: none"> <li><b>Action Item from April 7, 2021 Meeting:</b> <ul style="list-style-type: none"> <li>Are Reports able to drill down when clicking on the different items with a graphical report?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Contact Center Team</li> </ul>
<ul style="list-style-type: none"> <li><b>Review SCR's from April 28 Meeting</b> <ul style="list-style-type: none"> <li>SCR CA-226843 – Voice Authentication:</li> <li>SCR CA-228023 – Post Call Survey</li> <li>SCR CA-227063 – WebChat and Click to Call</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Reminded Committee Votes are due by end of day on May 14, 2021.</li> <li>SCR CA 226843 – Question: It names several languages to be supported but Spanish not included. – Confirmed English and Spanish are supported by default.</li> </ul>

- SCR CA 228023 – Question: It says survey will be offered once phone worker disconnects but also says it will assign a phone number. – Phone number is part of configuration, but agent needs to disconnect for the post call survey to be enabled.
- SCR CA 228023 – Question: Survey answers will be in an Amazon S3 bucket even if not completed. Will partial surveys be included, or will it be separate? – Any response received will be included in the report and will be sent to the S3 bucket and will be considered a completed survey.
- SCR CA 227063 – It mentions click to call will be recorded like a normal call; will web chat also be recorded? Answer – Amazon will hold the web chat transcripts and yes, they will be recorded.
- SCR CA 227063 – Question: It says before clicking click to call or web chat after hours, what happens? – After hours they are not queued up so they will not wait; they will receive a message that they are outside of business hours and should contact the County during business hours.

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### • **Enhanced CCP Demo**

- Contact Control Panel Demo
- Single unified application providing an easier deployment, faster updates, extensible foundation in the future as well as a consistent experience for staff working from home or in the office.
- Viewed demo on agent and supervisor experience
- Chat is free form at this time
- Can be enabled by choice for each County
- Chats at this time are one-on-one (cannot add third-party) – Can transfer chat to a chat-queue but not a specific agent
- Chats cannot accept attachments at this time

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### • **SCR CA-226844 - Enhanced CCP**

- Customer Enhanced CCP
- Enable CalSAWS Screen Pop for incoming Calls (Will open the Client Summary Page)

## Agenda Topic:

## Important Points

- Enable downloading of CCP logs for troubleshooting cases
  - Webchat is 100% optional
  - SSO available for both CCP and CalSAWS
  - Agent can track their performance/statistics (including historical data)
  - Dashboard page – Allow supervisors to send daily messages to their team
  - Multiple questions on language/language line for Web Chat (added as action item below)
  - Functionality available to transfer calls to specific agents or to a specified queue
  - Can agents transfer to agents in other Counties? – This will need to be discussed further with all Counties and will require a CalSAWS Enhancement Request (CER).
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- **SCR CA-227064 - Work from Home Modifications:**
    - Multiple approaches for agents to access systems
    - Integrate Contact Center applications with CalSAWS to enable SSO – this will be one single solution. Will not replace current remote access approaches
    - Similar assumptions from SCR 226884 Enhanced CCP

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Multiple questions for Web Chat and language availability				Elevated
2					

### Next Scheduled Meeting – Teams – May 26, 2021 9:00 AM – 12:00 PM:

Region 6 will be responsible for meeting notes.

**Proposed Monthly Meeting Schedule:**

Meeting Date	Meeting Time	Venue
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.**

