CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date:	**July 7, 2021**	**Notes Location:**	**Microsoft Teams**
Time:	**9:00 am – 12:00 pm**	**Meeting Called By:**	**Darcy Alexander**

Attendees:

R1 ☐ ~~Esmeralda Rouse~~
R1 ☒ Willie Balitaan
R1 ☒ Aaron McDougal
R1 ☒ Nancy Rodriguez
R1 ☐ ~~Monica Castillo~~
R1 ☒ Kate Donnelly
R1 ☒ Norma Fetters
R2 ☒ Jesse Hallford
R2 ☒ Shawna Reed
R2 ☐ ~~Chris Craig~~
R2 ☒ Whitney Verbin
R2 ☒ Ilda Torrez
R2 ☐ Stacy Bruemmer
R3 ☐ ~~Danielle Smith~~
R3 ☐ Yvonne Braga
R3 ☐ Julie Evinger
R3 ☒ Joshua Charlton
R4 ☒ David Mata
R4 ☒ Alfredo Jimenez
R4 ☒ Dwight Bristow
R4 ☒ Puninder (Roni) Dhillon
R4 ☒ Mark McAlister
R5 ☒ Alma Franco
R5 ☒ Cori Robertson
R5 ☒ Corrinne Simpson
R5 ☒ Michael Schmidt
R5 ☒ Jason Garrett
R6 ☒ Andy Nguyen
R6 ☒ Maria Montoya
R6 ☒ Karina Estrada
R6 ☐ ~~Irma Sanchez~~
R6 ☐ ~~Jason Reyes~~
CS ☒ Jared Kuester
CS ☒ Stacey Xiong
CS ☒ Logan Pratt
CS ☒ Danielle Benoit
CS ☐ ~~Gerald Limbrick~~
CS ☒ Matt Lower
CS ☐ ~~John Dray~~
CS ☒ Charles Heo
CS ☐ ~~Rhiannon Chin~~
CS ☒ Erick Arreola
CS ☒ Alan Giblin
CS ☐ ~~TJ Singh~~
CS ☐ ~~Don Coffey~~
CS ☐ ~~Carlos Cuenca~~
CS ☒ Julie Conwell – RM Sponsor
CS ☐ CDSS

Notes Taken By: **Region # 2 Responsible for Meeting Notes – Yolo County – Ilda Torres**

Agenda Topic:	Important Points
Welcome/New Members:	• Introduction done for new members
Meeting Notes: • Region 2 Identified as the one responsible for taking notes.	• Region #2 • Notes are due to the Contact Center Facilitator on July 14, 2021
• **Action Item from May 26, 2021 Meeting:** ○ **N/A**	• Contact Center Team
• **Review SCRs from June 9th Meeting** ○ **SCR CA-226837 – Inbound IVR**	• Reminded Committee Votes are due by end of day on July 9, 2021.

Agenda Topic:	Important Points
• **SCR CA-229573 – Scheduled Call Back**	• Contact Center Team • Review of SCR including Overview, Recommendations, Supporting Documents & Requirements. • Scheduled Call Back is new functionality that will allow customers to request a call back when either the county call center is closed, or the queue has reached its max depth. • Scheduled Call Back times and Scheduled Call Back queues are customizable by county in the Contact Center Admin page. • Assumption #2 will be reworded to read "callers will not be offered a call back" instead of "callers will be offered a call back" when the call back slots are full. • Every county will have their own closed and queue depth messages. • County can enable and disable Scheduled Call Back at any time in the Contact Center Admin page. • Call Back messages are available in all threshold languages and this will be added to the Design Document. • Message is played for the customer prior to the Call Back connecting letting the customer know the county is calling them back at their request and the call may be recorded. • The system will make a total of 3 attempts to contact the customer. • Call Backs are not currently documented in CalSAWS. They could be documented but not real-time.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Change Assumption #2 to be reworded to say "callers will not be offered a call back"	Jared Kuester	7/7/2021	7/9/2021	Updated

2	Add in the Design Document that this is available for all Threshold Languages.	Jared Kuester	7/7/2021	7/9/2021	Updated

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

Region 3 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Venue
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.