

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: September 8, 2021	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:	R1 <input type="checkbox"/> Esmeralda Rouse R1 <input type="checkbox"/> Martin Lara R1 <input type="checkbox"/> Monica Castillo R1 <input type="checkbox"/> Norma Feters R1 <input type="checkbox"/> Nancy Rodriguez R2 <input type="checkbox"/> Jesse Hallford R2 <input type="checkbox"/> Shawna Reed R2 <input type="checkbox"/> Chris Craig R2 <input type="checkbox"/> Ilda Torrez R2 <input type="checkbox"/> Stacy Bruemmer R3 <input type="checkbox"/> Danielle Smith R3 <input type="checkbox"/> Julie Evinger	R3 <input type="checkbox"/> Joshua Charlton R4 <input type="checkbox"/> David Mata R4 <input type="checkbox"/> Alfredo Jimenez R4 <input type="checkbox"/> Dwight Bristow R4 <input type="checkbox"/> Puninder (Roni) Dhillon R4 <input type="checkbox"/> Mark McAlister R5 <input type="checkbox"/> Alma Franco R5 <input type="checkbox"/> Robert Cori Robertson R5 <input type="checkbox"/> Corrinne Simpson R5 <input type="checkbox"/> Michael Schmidt R5 <input type="checkbox"/> Jason Garrett
	R6 <input type="checkbox"/> Andy Nguyen R6 <input type="checkbox"/> Maria Montoya R6 <input type="checkbox"/> Karina Estrada R6 <input type="checkbox"/> Narine Tervartanyan R6 <input type="checkbox"/> Jason Reyes CS <input type="checkbox"/> Project Staff CS <input type="checkbox"/> RM Sponsor-Julie CS <input type="checkbox"/> State Partners	

Notes Taken By: Region #4 Responsible for Meeting Notes –

Agenda:

Welcome – New Members:	Darcy Alexander
Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> <u>Completed Meeting Notes are due Wednesday September 15, 2021</u> 	
<ul style="list-style-type: none"> E-Gain Changes: 	Contact Center Team
<ul style="list-style-type: none"> C-IV Migration Update for the CSC: <ul style="list-style-type: none"> IVR Messaging 	Danielle Benoit
<ul style="list-style-type: none"> SCR CA-226839 - External Party Access <ul style="list-style-type: none"> CBO IVR PIN Letter 	Contact Center Team

Next Scheduled Meeting – Teams – October 27, 2021, 9:00 AM – 12:00 PM:

Region 5 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
September 8, 2021	9:00 AM – 12:00 PM	Scheduled
October 27, 2021	9:00 AM – 12:00 PM	Scheduled
November 17, 2021	9:00 AM – 12:00 PM	Scheduled
December 15, 2021	9:00 AM – 12:00 PM	Scheduled

Note: Additional Meeting dates and times may be required.