

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: December 15, 2021	Notes Location: Microsoft Teams
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander

Attendees:		
R1 <input checked="" type="checkbox"/> Karen Elizondo	R4 <input checked="" type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> John Dray
R1 <input type="checkbox"/> Rachel Gomez	R5 <input type="checkbox"/> Alma France	CS <input type="checkbox"/> Charles Heo
R1 <input checked="" type="checkbox"/> Celeste DuBay	R5 <input checked="" type="checkbox"/> Cori Robertson	CS <input type="checkbox"/> Rhiannon Chin
R1 <input checked="" type="checkbox"/> Nancy Rodriguez	R5 <input checked="" type="checkbox"/> Corrinne Simpson	CS <input type="checkbox"/> Erick Arreola
R1 <input checked="" type="checkbox"/> Monica Castillo	R5 <input checked="" type="checkbox"/> Nina Olivas	CS <input checked="" type="checkbox"/> Kimberly Sinclair
R1 <input checked="" type="checkbox"/> Norma Fetters	R5 <input checked="" type="checkbox"/> Jason Garrett	CS <input checked="" type="checkbox"/> Don Coffey
R2 <input type="checkbox"/> Cathy Collins	R6 <input checked="" type="checkbox"/> Andy Nguyen	CS <input checked="" type="checkbox"/> Jacob Olson
R2 <input checked="" type="checkbox"/> Shawna Reed	R6 <input checked="" type="checkbox"/> Maria Montoya	CS <input type="checkbox"/> Carlos Cuenca
R2 <input checked="" type="checkbox"/> Chris Craig	R6 <input type="checkbox"/> Karina Estrada	CS <input checked="" type="checkbox"/> Julie Conwell –
R2 <input checked="" type="checkbox"/> Ilda Torrez	R6 <input type="checkbox"/> Narine Torvartanyan	RM Sponsor
R2 <input checked="" type="checkbox"/> Stacy Bruemmer	R6 <input checked="" type="checkbox"/> Jason Reyes	CS <input checked="" type="checkbox"/> CDSS
R3 <input type="checkbox"/> Danielle Smith	CS <input checked="" type="checkbox"/> Jared Kuester	
R3 <input checked="" type="checkbox"/> Kailee Lewis	CS <input checked="" type="checkbox"/> Stacey Xiong	
R3 <input checked="" type="checkbox"/> Joshua Charlton	CS <input checked="" type="checkbox"/> Logan Pratt	
R4 <input checked="" type="checkbox"/> David Mata	CS <input checked="" type="checkbox"/> Danielle Benoit	
R4 <input checked="" type="checkbox"/> Alfredo Jimenez	CS <input checked="" type="checkbox"/> Gerald Limbrick	
R4 <input type="checkbox"/> Dwight Bristow	CS <input type="checkbox"/> Matt Lower	
R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon		

Notes Taken By: Region # 2 Responsible for Meeting Notes – Sacramento County – Shawna Reed

Agenda Topic:	Important Points
Welcome/New Members: Celeste DuBay – Region 1	<ul style="list-style-type: none"> Introduction done for new members
Meeting Notes: <ul style="list-style-type: none"> Region 2 Identified as the one responsible for taking notes. 	<ul style="list-style-type: none"> Region #2– Notes are due to the Contact Center Facilitator on December 22, 2021.
<ul style="list-style-type: none"> SCR CA-226839 – External Party Access Follow-up: 	<ul style="list-style-type: none"> Contact Center Team Updates reviewed and updated design to go out with votes due by January 7, 2022.
<ul style="list-style-type: none"> SCR CA-226838 – Telephonic Signature Follow-up: 	<ul style="list-style-type: none"> Contact Center Team Updates reviewed and updated design to go out with votes due by January 7, 2022 Amazon Connect will enable agents to initiate a 4-way call as needed by the end of 2021. Rights and Responsibilities verbiage updated but must be reviewed by State Partners.

Agenda Topic:

Important Points

- **Committee Meeting Frequency Discussion:**

- Contact Center Team
- Committee decided to meet Bi-Monthly for 2022.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
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Next Scheduled Meeting – Teams – January 26, 2022, 9:00 AM – 12:00 PM:

Frequency for 2022 to be determined - Region 3 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
December 15, 2021	9:00 AM – 12:00 PM	Scheduled
January 26, 2022	9:00 AM – 12:00 PM	Scheduled

Note: Additional Meeting dates and times may be required.

