

# CalSAWS | Notes from IVR/Contact Center Committee Meeting

<b>Date:</b> March 23, 2022	<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 type="checkbox"/> Karen Elizondo	R4 <input checked="" type="checkbox"/> David Mata
	R1 <input type="checkbox"/> Rachel Gomez	R4 <input type="checkbox"/> Alfredo Jimenez
	R1 <input type="checkbox"/> Celeste DuBay	R4 <input checked="" type="checkbox"/> Sonia Jaimes
	R1 <input checked="" type="checkbox"/> Willie Balitaan	R4 <input checked="" type="checkbox"/> Brian Bumpus
	R1 <input checked="" type="checkbox"/> Nancy Rodriguez	R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon
	R1 <input checked="" type="checkbox"/> Monica Castillo	R4 <input checked="" type="checkbox"/> Mark McAlister
	R1 <input checked="" type="checkbox"/> Norma Fetters	R5 <input checked="" type="checkbox"/> Alma Franco
	R2 <input checked="" type="checkbox"/> Cathy Collins	R5 <input checked="" type="checkbox"/> Cori Robertson
	R2 <input checked="" type="checkbox"/> Shawna Reed	R5 <input checked="" type="checkbox"/> Corrinne Simpson
	R2 <input checked="" type="checkbox"/> Chris Craig	R5 <input checked="" type="checkbox"/> Briyit Carbajal
	R2 <input checked="" type="checkbox"/> Ilda Torrez	R5 <input checked="" type="checkbox"/> Nina Olivas
	R2 <input type="checkbox"/> Gabriel Gutierrez	R5 <input checked="" type="checkbox"/> Jason Garrett
	R2 <input checked="" type="checkbox"/> Stacy Bruemmer	R6 <input checked="" type="checkbox"/> Andy Nguyen
	R3 <input checked="" type="checkbox"/> Danielle Smith	R6 <input checked="" type="checkbox"/> Maria Montoya
	R3 <input checked="" type="checkbox"/> Kailee Lewis	R6 <input checked="" type="checkbox"/> Karina Estrada
	R3 <input checked="" type="checkbox"/> Joshua Charlton	R6 <input checked="" type="checkbox"/> Narine Tervartanyan
		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 type="checkbox"/> John Dray
		CS <input checked="" type="checkbox"/> Charles Heo
		CS <input type="checkbox"/> Rhiannon Chin
		CS <input checked="" type="checkbox"/> Erick Arreola
		CS <input checked="" type="checkbox"/> Kimberly Sinclair
		CS <input type="checkbox"/> Don Coffey
		CS <input type="checkbox"/> Jacob Olson
		CS <input type="checkbox"/> Carlos Cuenca
		CS <input type="checkbox"/> Julie Conwell –
		RM Sponsor
		CS <input checked="" type="checkbox"/> CDSS

**Notes Taken By:** Region # 4 Responsible for Meeting Notes – Roni Dhillon – San Joaquin

## Agenda Topic:

## Important Points

### Welcome/New Members:

- Introduction done for new members

### Brian Bumpus – Region #4

### Meeting Notes:

- Region 4 Identified as the one responsible for taking notes.
- Region #4 –
- Notes are due to the Contact Center Facilitator on March 30, 2022.

### SCR CA-239812 – Voice Biometrics Recordings

- Contact Center Team
- Update number of male and female recordings needed from 100 male and 100 female to 150 female voice recordings for the additional 13 languages being added to the IVR System. This request is optional not required and will take less than a minute to accomplish.
- Messages can be recorded effective 4/1/2022.
- County staff can also participate. A phone number will be provided soon, which can be called by staff to record messages.

## Agenda Topic:

## Important Points

- It is estimated that clients would have access to the 15 languages by June 2022. Access would be made available only after all recordings have been completed.
- **Discussion on CalSAWS Maintenance Messaging When CalSAWS is down and Self-Service not available**
  - Contact Center Team
  - Add this to May's Committee meeting to give Counties/Regions time to speak with their teams on what the messaging should be.
  - Counties to provide suggestions of messaging to IVR/CC Facilitator prior to May 25, 2022, Committee Meeting.
- **Walk-On Item:**
  - **External Party Access SCR CA-226839 Updates:**
    - Danielle Benoit
    - This SCR will be redesigned and presented to a special joint Committee Meeting of both the IVR/Contact Center Committee and the Self-Service Committee for further discussion.

## Action Items:

### Action Items

	Action Items	Due Date	Responsible Party
1	System Down for Maintenance Messaging suggestions to be sent to IVR/CC Facilitator prior to the May 2022 Committee Meeting	5-25-2022	County RCM's
2			
3			

## Next Scheduled Meeting – Teams – May 25, 2022, 9:00 AM – 12:00 PM:

Region 5 will be responsible for meeting notes.

## Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
March 23, 2022	9:00 AM – 12:00 PM	Scheduled
May 25, 2022	9:00 AM – 12:00 PM	Scheduled
July 27, 2022	9:00 AM – 12:00 PM	Scheduled
September 28, 2022	9:00 AM – 12:00 PM	Scheduled
November 16, 2022	9:00 AM – 12:00 PM	Scheduled