

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: September 28, 2022	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Karen Elizondo	R3 <input type="checkbox"/> Yvonne Braga	R6 <input type="checkbox"/> Tracy Kinshasa
R1 <input type="checkbox"/> Celeste DuBay	R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Jacqueline Larios-Becerra
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Sonia James	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Narine Tervartanyan
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Cathy Collins	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Norma Mesa	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Robert Cori Robertson	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Briyit Carbajal	
R2 <input type="checkbox"/> Stacy Bruemmer	R5 <input type="checkbox"/> Casey Bartolomucci	
R3 <input type="checkbox"/> Joshua Charlton	R5 <input type="checkbox"/> Jason Garrett	
R3 <input type="checkbox"/> Dylan Sampson		

Notes Taken By: Region #6 Responsible for Meeting Notes –

Agenda:

Welcome – New Members:

Darcy Alexander

Briyit Carbajal – Riverside County – Region 5

Jacqueline Larios-Becerra – Los Angeles County – Region 6

Tracy Kinshasa – Los Angeles County – Region 6

Dylan Sampson – Humboldt County – Region 3

Casey Bartolomucci – San Diego – Region 5

Yvonne Braga – Butte County – Region 3

Meeting Notes:

Darcy Alexander

• **Completed Meeting Notes due Wednesday October 5, 2022**

• **Update on progress of Language collection for Voice Biometrics SCR CA-226843:**

Contact Center Team

- Added languages to be available in IVR June 2022
- Collection of recordings began April 25, 2022

• **ECCP Update:**

Contact Center Team

• **CER CA-245371 – Update to the IVR Outbound Messaging Submitted by Riverside County.**

Contact Center Team

• **Walk-on Item:**

Contact Center Team

- **Committee Meeting Schedule 2023**
- **EBT Card Replacement and Bots**

Agenda:

- Telephonic Signature Update

Action Items

Action Items	Due Date	Responsible Party
1		
2		

Next Scheduled Meeting – Teams – November 16, 2022, 9:00 AM – 12:00 PM:

Region 1 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
September 28, 2022	9:00 AM – 12:00 PM	Scheduled
November 16, 2022	9:00 AM – 12:00 PM	Scheduled