

CalSAWS | Notes from IVR/Contact Center Committee Meeting


Date: September 28, 2022	Notes Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:	R1 <input checked="" type="checkbox"/> Karen Elizondo R1 <input checked="" type="checkbox"/> Celeste DuBay R1 <input checked="" type="checkbox"/> Nancy Rodriguez R1 <input type="checkbox"/> Monica Castillo R1 <input checked="" type="checkbox"/> Norma Feters R2 <input checked="" type="checkbox"/> Cathy Collins R2 <input checked="" type="checkbox"/> Shawna Reed R2 <input checked="" type="checkbox"/> Chris Craig R2 <input type="checkbox"/> Ida Torrez R2 <input checked="" type="checkbox"/> Stacy Bruemmer R2 <input type="checkbox"/> Cristobal Quintero R3 <input type="checkbox"/> Joshua Charlton R3 <input type="checkbox"/> Dylan Sampson R3 <input checked="" type="checkbox"/> Yvonne Braga R4 <input type="checkbox"/> David Mata	R4 <input type="checkbox"/> Senia Jaimes R4 <input checked="" type="checkbox"/> Brian Bumpus R4 <input checked="" type="checkbox"/> Puninder (Roni) Dhillon R4 <input checked="" type="checkbox"/> Mark McAlister R5 <input checked="" type="checkbox"/> Cori Robertson R5 <input checked="" type="checkbox"/> Briyit Carbajal R5 <input checked="" type="checkbox"/> Norma Meza R5 <input checked="" type="checkbox"/> Casey Bartolomucci R5 <input checked="" type="checkbox"/> Jason Garrett R6 <input checked="" type="checkbox"/> Tracy Kinshasa R6 <input checked="" type="checkbox"/> Jacqueline Larios-Becerra R6 <input type="checkbox"/> Karina Estrada 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 checked="" type="checkbox"/> Gerald Limbrick CS <input type="checkbox"/> Matt Lower CS <input type="checkbox"/> John Dray CS <input type="checkbox"/> Rhiannon Chin CS <input 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 type="checkbox"/> CDSS

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

Agenda Topic:	Important Points
<p>Welcome/New Members:</p> <p>Jacqueline Larios-Becerra – Los Angeles County - Region 6</p> <p>Briyit Carbajal – Riverside County – Region 5</p> <p>Tracy Kinshasa – Los Angeles County – Region 6</p> <p>Dylan Sampson – Humboldt County – Region 3</p> <p>Casey Bartolomucci – San Diego County – Region 5</p> <p>Yvonne Braga – Butte County – Region 3</p>	<ul style="list-style-type: none"> • Introduction done for new members
<p>Meeting Notes:</p> <ul style="list-style-type: none"> • Region #6 Identified as the one responsible for taking notes. 	<ul style="list-style-type: none"> • Region #6 – Orange County – • Notes are due to the Contact Center Facilitator on August 5, 2022.
<ul style="list-style-type: none"> • Update on progress of Language collection for Voice Biometrics SCR CA-226843: <ul style="list-style-type: none"> ○ Added languages to be available in IVR June 2022 	<ul style="list-style-type: none"> • Contact Center Team • Gathering of voice prompts, Wave 1 counties will be supporting additional languages since Nuance will be creating generic voice model then the specific voice will be used as folks enroll.

Agenda Topic:

Important Points

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| <ul style="list-style-type: none">○ Collection of recordings began April 25, 2022 | <ul style="list-style-type: none">● Wave 1 CalWIN Counties will receive first, then Shasta will be the second group to receive the additional languages. |
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| <ul style="list-style-type: none">● Enhanced CCP Update: | <ul style="list-style-type: none">● Contact Center Team● San Bernardino is the county piloting this enhancement. The CCP is currently stable, but some defects have been identified.● Shasta County went live on the enhanced CCP approximately two months ago; they have also experienced some defects but no issues with missed calls.● Remainder of counties to roll-out the ECCP is TBD but most likely beginning of the year 2023. |
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| <ul style="list-style-type: none">● CER CA-245371 – Update to the IVR Outbound Messaging Submitted by Riverside County | <ul style="list-style-type: none">● Contact Center Team● This will add a phone number to messaging.● At the end of the current messaging, include "For assistance, please call (877) 410-8827 (Riverside phone number). Adding a phone number to the IVR messaging will enable an automated missing document personal contact process for customers who opted into IVR Outbound Calls.● The concerns are the possible increased call volume for the customer call centers.● CalWIN counties come on. This will likely go into production by October of 2023.● We will need a separate SCR to turn off this option for Counties that don't wish to opt in.● The phone number will be specific for each county. The county will choose the number.● Suggestions were made to include the BenefitsCal website to prevent increased phone calls to customer call centers. Other suggestions included having the phone number and the BenefitsCal website in the SCR.● All RCMs voted to move forward with the SCR design.● RCMs voted to have a phone number, web address, or both added.● The vote was a 3 & 3 tie, half want website only and the other half want both website and phone number. Further discussion will be held at the time of the design. |
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| <ul style="list-style-type: none">● Additional Discussion Topics/Questions: | <ul style="list-style-type: none">● Contact Center Team |
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Agenda Topic:

- **Committee Schedule 2023**
- **EBT Card Replacement and Bots**
- **Telephonic Signature Update**

Important Points

- Committee voted to keep the existing Bi-Monthly schedule for 2023, invites to be sent for following year.
- Committee advised that EBT Card Replacement for the IVR and Bots would be coming to all counties and the Virtual Assistant introduction will most likely be kicked off in the October Committee Meeting. This meeting would include the EBT replacement and Authentication and Welcome Bot discussions.
- Telephonic Signature update - The implementation of contact center agents or non-contact center agents prevented Merced County from using a phone extension system. Their phone extensions require a five-character field, and the current functionality only allows four. SCR CA 249297 will increase the extension field to 6 characters to support Merced County extension requirements. No impact on other Counties.

Action Items:

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