

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: November 16, 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"/> John Edwards	R5 <input type="checkbox"/> Jason Garrett	
R3 <input type="checkbox"/> Dylan Sampson		

Notes Taken By: Region #1 Responsible for Meeting Notes –

Agenda:

Welcome – New Members:	Darcy Alexander
John Edwards – Shasta County - Region 3	
Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> <u>Completed Meeting Notes due Wednesday November 23, 2022</u> 	
<ul style="list-style-type: none"> Go Live Wave 1 Update: 	Contact Center Team
<ul style="list-style-type: none"> ECCP Update: 	Contact Center Team
<ul style="list-style-type: none"> CER CA-245371 – Update to the IVR Outbound Messaging Submitted by Riverside County. 	Contact Center Team
<ul style="list-style-type: none"> CER CA-250921 – ECCP Single Log Off Button Submitted by Los Angeles County. 	Contact Center Team
<ul style="list-style-type: none"> Walk-on Topics/Questions: <ul style="list-style-type: none"> Web Chat Messaging 	Lucy Her- Danielle Benoit

Action Items

Action Items	Due Date	Responsible Party
1		
2		

Next Scheduled Meeting – Teams – January 25, 2023, 9:00 AM – 12:00 PM:

Region 2 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
November 16, 2022	9:00 AM – 12:00 PM	Scheduled
January 25, 2023	9:00 AM – 12:00 PM	Scheduled
March 22, 2023	9:00 AM – 12:00 PM	Scheduled
May 24, 2023	9:00 AM – 12:00 PM	Scheduled
July 26, 2023	9:00 AM – 12:00 PM	Scheduled
September 27, 2023	9:00 AM – 12:00 PM	Scheduled
November 15, 2023	9:00 AM – 12:00 PM	Scheduled
January 24, 2024	9:00 AM – 12:00 PM	Scheduled

DRAFT

