

## CalSAWS | IVR/Contact Center Committee Meeting Agenda

|   |   |   |
|---|---|---|
| <b>Date:</b> January 25, 2023               | <b>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  | R3 <input type="checkbox"/> Yvonne Braga            | R6 <input type="checkbox"/> Tracy Kinshasa            |
| R1 <input type="checkbox"/> Celeste DuBay   | R3 <input type="checkbox"/> Julia Foster            | R6 <input type="checkbox"/> Jacqueline Larios-Becerra |
| R1 <input type="checkbox"/> Monica Castillo | R4 <input type="checkbox"/> David Mata              | R6 <input type="checkbox"/> Karina Estrada            |
| R1 <input type="checkbox"/> Norma Feters    | R4 <input type="checkbox"/> Sonia James             | R6 <input type="checkbox"/> Narine Tervartanyan       |
| R1 <input type="checkbox"/> Nancy Rodriguez | R4 <input type="checkbox"/> Brian Bumpus            | R6 <input type="checkbox"/> Jason Reyes               |
| R2 <input type="checkbox"/> Cathy Collins   | R4 <input type="checkbox"/> Puninder (Roni) Dhillon | R6 <input type="checkbox"/> Project Staff             |
| R2 <input type="checkbox"/> Shawna Reed     | R4 <input type="checkbox"/> Mark McAlister          | CS <input type="checkbox"/> RM Sponsor-Julie          |
| R2 <input type="checkbox"/> Chris Craig     | R5 <input type="checkbox"/> Norma Mesa              | CS <input type="checkbox"/> State Partners            |
| R2 <input type="checkbox"/> Ilda Torrez     | R5 <input type="checkbox"/> Robert Cori Robertson   |   |
| R2 <input type="checkbox"/> Stacy Bruemmer  | R5 <input type="checkbox"/> Briyit Carbajal         |   |
| R3 <input type="checkbox"/> John Edwards    | R5 <input type="checkbox"/> Casey Bartolomucci      |   |
| R3 <input type="checkbox"/> Dylan Sampson   | R5 <input type="checkbox"/> Jason Garrett           |   |

**Notes Taken By: Region #2 Responsible for Meeting Notes –**

### Agenda:

|  |                     |
|--|---------------------|
| <b>Welcome – New Members:</b>  | Darcy Alexander     |
| <b>Meeting Notes:</b>  | Darcy Alexander     |
| <ul style="list-style-type: none"> <li><b><u>Completed Meeting Notes due Wednesday February 1, 2023</u></b></li> </ul>   |                     |
| <ul style="list-style-type: none"> <li><b>Migration Updates:</b><br/>N/A</li> </ul>  | Contact Center Team |
| <ul style="list-style-type: none"> <li><b>ECCP Update:</b></li> </ul>  | Contact Center Team |
| <ul style="list-style-type: none"> <li><b>SCR CA-244072 – DDID 2731 FDS - Update to eCCP to Support 6 Way Calling</b></li> </ul>   | Contact Center Team |
| <ul style="list-style-type: none"> <li><b>SCR CA-254021 - CER CA-250921 – ECCP Single Log Off Button Submitted by Los Angeles County.</b></li> </ul>                                 | Contact Center Team |
| <ul style="list-style-type: none"> <li><b>Walk-on Topics/Questions:</b> <ul style="list-style-type: none"> <li>SCR CA-254796 – Automated EBT Card Replacement</li> </ul> </li> </ul> | Contact Center Team |

### Action Items

| Action Items | Due Date | Responsible Party |
|--------------|----------|-------------------|
| 1            |          |                   |
| 2            |          |                   |

**Next Scheduled Meeting – Teams – March 22, 2023, 9:00 AM – 12:00 PM:**

Region 3 will be responsible for meeting notes.

**Proposed Monthly Meeting Schedule:**

| <b>Meeting Date</b> | <b>Meeting Time</b> | <b>Cancelled/Scheduled</b> |
|---------------------|---------------------|----------------------------|
| 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

