

CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: January 25, 2023	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 type="checkbox"/> Cathy Collins R2 <input type="checkbox"/> Shawna Reed R2 <input checked="" type="checkbox"/> Gina Arthurs R2 <input checked="" type="checkbox"/> Chris Craig R2 <input checked="" type="checkbox"/> Ilda Torrez R2 <input type="checkbox"/> Stacy Bruemmer R3 <input checked="" type="checkbox"/> John Edwards R3 <input checked="" type="checkbox"/> Dylan Sampson R3 <input type="checkbox"/> Yvonne Brage R3 <input checked="" type="checkbox"/> Julia Foster R4 <input checked="" type="checkbox"/> David Mata	R4 <input checked="" type="checkbox"/> Sonia Jaimes R4 <input type="checkbox"/> Brian Bumpus R4 <input checked="" type="checkbox"/> Aurora De Jesus R4 <input type="checkbox"/> Puninder (Roni) Dhillon R4 <input checked="" type="checkbox"/> Monique Micenheimer R4 <input checked="" type="checkbox"/> Mark McAlister R5 <input checked="" type="checkbox"/> Cori Robertson R5 <input type="checkbox"/> Briyit Carbajal R5 <input checked="" type="checkbox"/> Cecilia Montano R5 <input checked="" type="checkbox"/> Norma Meza R5 <input checked="" type="checkbox"/> Casey Bartolomucci R5 <input checked="" type="checkbox"/> Jason Garrett R6 <input type="checkbox"/> Tracy Kinshasa R6 <input checked="" type="checkbox"/> Jacqueline Larios-Becerra R6 <input checked="" 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 type="checkbox"/> Danielle Benoit CS <input 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 # 2 Responsible for Meeting Notes – Ilda Torrez – Yolo County

Agenda Topic:	Important Points
Welcome/New Members:	<ul style="list-style-type: none"> • Introduction done for new members. • Menti used for attendance and reminders given throughout meeting.
Meeting Notes: <ul style="list-style-type: none"> • Region #2 Identified as the one responsible for taking notes. 	<ul style="list-style-type: none"> • Region #2 – • Notes are due to the Contact Center Facilitator on February 1, 2023.
<ul style="list-style-type: none"> • Migration Updates: 	<ul style="list-style-type: none"> • No Information
<ul style="list-style-type: none"> • ECCP Update: 	<ul style="list-style-type: none"> • Contact Center Team • Currently working with leadership to come up with plan on when eCCP will be rolled out to everyone. Update will be given at the next committee meeting.
<ul style="list-style-type: none"> • SCR-CA-244072- Update to eCCP to Support 6 Way Calling 	<ul style="list-style-type: none"> • Contact Center Team • No Vote required, informational only.

- This is targeted for beginning of February. 2/9/23. Anyone with eCCP access will see this as of 2/10/23.
 - Individual callers/lines can be individually disconnected if they are not conferenced together.
 - Callers can hang up without ending the conference call
 - Call recording will continue until all Amazon Connect users have left the call
 - No modifications being made to the telephonic signature solution.

• **SCR CA-254021 - CER CA-250921 – ECCP Single Log Off Button – Submitted by Los Angeles County**

- Contact Center Team
- Vote on SCR required by Committee.
- All Regions have voted yes to have this SCR Implemented with the understanding this will not go into production until after Migration is completed.
- Committee advised no enhancements will be done until after CalWIN migration so late 2023 early 2024 unless availability arises to complete earlier.
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- This SCR will remove one step from the log off process.
- Logging out of the eCCP will also log the agent out of CalSAWS.

• **Walk-on Topics/Questions:**

○ **SCR CA-254796 – Robotic Process Automation - RPA Automated EBT Card Replacement**

- Contact Center Team
- Robotic Process Automation RPA EBT Replacement Overview only
 - Design Document is not completed yet. Once it is, Darcy will send out for email vote with a 2-week turnaround.
- This SCR will automate the EBT Card Replacement process.
 - Will impact all 58 counties.
 - Customers will have self-service option to request replacement EBT card.
 - Will reduce call volume as customers can self-serve.
 - There is an automated journal entry when an EBT card is issued.

Agenda Topic:

Important Points

- Task is only created if there is an issue when the bot attempted to reissue card and was not able to complete the process.
- No option in the current design to designate a pickup office.
- Customers can go into any office as long as it has an EBT printer to pick up card.
- Self-service is only available for primary applicants and not Authorized Representatives.
- There is no Opt-In/Opt-Out option currently.

Action Items:

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:

Meeting Date	Meeting Time	Cancelled/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

