

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: March 22, 2023	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	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"/> Gina Arthurs	R5 <input type="checkbox"/> Norma Mesa	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Robert Cori Robertson	
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 #3 Responsible for Meeting Notes –

Agenda:

Welcome – New Members:	Darcy Alexander
Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> <u>Completed Meeting Notes due Wednesday March 29, 2023</u> 	
Migration Updates:	Contact Center Team
<ul style="list-style-type: none"> Wave 2 	
CER CA-257851 – Change the Courtesy Call Back customer return call attempts	
CER CA-257715 – Change the Telephonic Signature Recording Time Limit to 15 minutes	Contact Center Team
CER CA-257298 – Change the IVR Language for WTW from Reimbursement to Issuance	Contact Center Team
CER CA –252438 – Change Admin Page to update CCB by Queue	Contact Center Team
SCR CA-254796 - Automated EBT Replacement	Contact Center Team
<ul style="list-style-type: none"> Voting Results/Discussion 	
ECCP Update:	Contact Center Team

Agenda:

- **Walk-on Topics/Questions:**

Contact Center Team

Action Items

Action Items	Due Date	Responsible Party
1		
2		

Next Scheduled Meeting – Teams – May 24, 2023, 9:00 AM – 12:00 PM:

Region 4 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/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