

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: April 5, 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 #4 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 April 12, 2023</u> 	
SCR CA-254796 - Automated EBT Replacement	Contact Center Team
<ul style="list-style-type: none"> Design Discussion 	
SCR CA-255969 Voice Bots	Contact Center Team
<ul style="list-style-type: none"> Design Discussion 	
Walk-on Topics/Questions:	Contact Center Team
<ul style="list-style-type: none"> 	

Action Items

Action Items	Due Date	Responsible Party
1		
2		

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

Region 5 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
April 5, 2023	9:30 AM – 11:00 AM	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