CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date: July 26, 2023	**Notes Location:** Microsoft Teams
Time: 9:00 am – 12:00 pm	**Meeting Called by:** Darcy Alexander

Attendees:

R1 ☒ Karen Elizondo	R4 ☐ ~~Monica Vega~~	CS ☒ Jared Kuester
R1 ☒ Celeste DuBay	R4 ☒ Brian Bumpus	CS ☒ Stacey Xiong
R1 ☒ Nancy Rodriguez	R4 ☐ ~~Puninder (Roni) Dhillon~~	CS ☒ Logan Pratt
R1 ☐ ~~Monica Castillo~~	R4 ☒ Monique Micenheimer	CS ☐ Danielle Benoit
R1 ☒ Kassandra Kumar	R4 ☒ Mark McAlister	CS ☐ Gerald Limbrick
R1 ☒ Norma Fetters	R5 ☒ Cori Robertson	CS ☐ Matt Lower
~~R2 ☐ Cathy Collins~~	R5 ☒ Briyit Carbajal	CS ☐ John Dray
R2 ☒ Shawna Reed	R5 ☐ ~~Cecilia Montano~~	CS ☐ Rhiannon Chin
R2 ☒ Chris Craig	R5 ☐ ~~Joanne Arnott~~	CS ☐ Erick Arreola
R2 ☒ Ilda Torrez	R5 ☒ Nina Olivas	CS ☒ Kimberly Sinclair
R2 ☒ Stacy Bruemmer	R5 ☒ Jason Garrett	CS ☐ Don Coffey
R3 ☒ John Edwards	~~R6 ☐ Tracy Kinshasa~~	CS ☐ Jacob Olson
R3 ☒ Dylan Sampson	R6 ☒ Jacqueline Larios-Becerra	CS ☐ Carlos Cuenca
R3 ☒ Yvonne Braga	R6 ☒ Karina Estrada	CS ☐ Julie Conwell – RM Sponsor
R3 ☐ ~~Julia Foster~~	R6 ☒ Narine Tervartanyan	CS ☐ CDSS
R4 ☒ David Mata	R6 ☒ Jason Reyes	

Notes Taken By: Region # 5 Responsible for Meeting Notes – Briyit Carbajal – Riverside County

Agenda Topic:	Important Points
Welcome/New Members:	• Introduction done for new members. • Menti used for attendance and reminders given throughout meeting.
Meeting Notes: • **Region #5 Identified as the one responsible for taking notes.**	• Region #5 – • Notes are due to the Contact Center Facilitator on August 2, 2023.
SCR CA-254796 – Automated EBT Replacement Implementation • **Overview of RPA – Content Revision**	• Contact Center Team • SCR Design Content Revision being done due to feedback received from the CRFI 23-086 • Updates reviewed with Committee • No objections to new updates
SCR CA-255969 - Welcome Bot and Authentication Bot • **Timeline**	• Contact Center Team • SCR already approved by Committee. • Timeline given as was done in PSC • Each County will have their own SCR and will have the Auth Bot and Welcome Bot added to their individual call flow at different times.

Agenda Topic:	Important Points
SCR CA-265141 – Inbound IVR: Set the Max Attempts for Authentication to 1 • **Review and Vote**	• Contact Center Team • SCR Review presented to Committee • Callers will be sent to program menu to select their program should they fail being authenticated one time, which eliminates the repeated attempts to authenticate. • Committee voted, all Regions Approved - Yes to Implement this SCR.
SCR CA-265140 – Update Authentication Handling for Existing Cases with No Active Programs • **Review and Vote**	• Contact Center Team • SCR Review presented to Committee • Current design does not allow a caller to be authenticated if their case is discontinued/denied. • SCR will allow callers to be authenticated even if their case is discontinued/denied however, callers will not be authenticated as the primary applicant and will not be able to self-serve. • Committee voted, all Regions Approved – Yes to Implement this SCR.
CER CA-257478 – AWS Reporting Queue Limits. o **Santa Barbara and Orange Counties**	• Contact Center Team • Santa Barbara would like a report that reports on the number of customers who could not be placed in a queue due to queue limits being set. • Review of CER to Committee with the request to move CER to an SCR. • CalSAWS explained that a conversation with Amazon is needed to see if we can implement this request. If approved, the approval would be contingent on the technology supporting this request since at this time we do not have the ability to do this, so there is a possibility the SCR if created may be rejected if we cannot find a way to create this report. • Committee voted, all Regions Approved moving the CER to an SCR – Yes.
• **Walk-on Topics/Questions:** o **SCR CA-255980 – Inbound IVR Information Messages for PHE Communication**	• Contact Center Team • The State of California requested these messages and to play them through May of 2024 • A new SCR will be opened for each CalWIN county that does not have these messages currently playing including LA County.

Action Items:

Agenda Topic: **Important Points**

Action Items

	Action Items	Due Date	Responsible Party
1			
2			
3			

Next Scheduled Meeting – Teams – September 27, 2023, 9:00 AM – 12:00 PM:

Region 6 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/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