

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: January 24, 2024	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"/> Jesus Tello	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	CS <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"/> Joanne Arnott	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"/> Jason Garrett	
R3 <input type="checkbox"/> Dylan Sampson	R5 <input type="checkbox"/> Peggy Mazaras	

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

Agenda:

Welcome – New Members/Changes	Darcy Alexander
Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> Completed Meeting Notes due Wednesday 1-31-2024 	
Committee SCR Prioritization Discussion	Contact Center Team
<ul style="list-style-type: none"> Results from Committee 	
SCR CA-272531 – Update CalSAWS Texting Campaign Name to BenefitsCal	Contact Center Team
<ul style="list-style-type: none"> Review Texting Message Updates and SCR for Approval 	
SCR CA-272600 – CER CA-268492 – Enhance eCCP Timer to Include Minutes and Seconds	Contact Center Team
<ul style="list-style-type: none"> Review for Approval 	
SCR CA-272764/SCR CA-239498 – Outbound Calling Campaigns	Contact Center Team
<ul style="list-style-type: none"> DDID 	
Electronic/Telephonic Signature:	Contact Center Team
<ul style="list-style-type: none"> Remove Transcription Ability to call the CalSAWS Telephonic Signature solution (non-eCCP) 	

Agenda:

CERs:

- **CER CA-268487** – Add a pending Not Ready Status to the eCCP.
- **CER CA-268580** – Remove Wait Times from IVR and Replace with Position in Line
- **CER CA-271325** – Update to AWS Headset Options
- **CER CA-270514** – Change Delivery Frequency of PCS Reports
- **CER CA-271791** – Roll-on/off eCCP Admin Page enhance search feature
- **Quick Connects – Admin Page**
 - **CER CA-271793** – Quick Connect eCCP Admin Page - Search and Assign Queues Enhancement - Copy and Paste
 - **CER CA-271792** – Quick Connect eCCP Admin Page drop down to view more than 10 per page
 - **CER CA-271747** – Quick Connect eCCP Admin Page Search Function Requirement
- **Queue Limits – Admin Page**
 - **CER CA-271757** – Queue Limits Page Search Feature
 - **CER CA-271756** – Queue Limits Page Export of Values
 - **CER CA-271755** – Queue Limits Page drop down to view more than 10 per page

Contact Center Team and Submitting counties

Bots Update

- Welcome Bot
- EBT RPA

Contact Center Team

Walk-on Topics/Questions:

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Contact Center Team

Action Items

Action Items	Due Date	Responsible Party
1		
2		
3		

Next Scheduled Meeting – Teams – March 27, 2024, 9:00 AM – 12:00 PM:

Region 3 will be responsible for meeting notes.

Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
March 27, 2024	9:00 AM – 12:00 PM	Scheduled
May 22, 2024	9:00 AM – 12:00 PM	Scheduled
July 24, 2024	9:00 AM – 12:00 PM	Scheduled
September 25, 2024	9:00 AM – 12:00 PM	Scheduled
November 20, 2024	9:00 AM – 12:00 PM	Scheduled
January 22, 2025	9:00 AM – 12:00 PM	Scheduled

DRAFT

