CalSAWS | Notes from IVR/Contact Center Committee Meeting

Date:	January 24, 2024	Notes Location:	Microsoft Teams
Time:	9:00 am – 12:00 pm	Meeting Called by:	Darcy Alexander

Attendees:

R1 ☐ Karen Elizondo	R4 ☐ Jesus Tello	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 ☒ Mark McAlister	CS ☐ Danielle Benoit
R1 ☒ Norma Fetters	R5 ☒ Cori Robertson	CS ☐ Gerald Limbrick
R2 ☐ ~~Cathy Collins~~	R5 ☒ Briyit Carbajal	CS ☐ Matt Lower
R2 ☐ Jennifer Reyes	R5 ☒ Joanne Arnott	CS ☐ John Dray
R2 ☒ Shawna Reed	R5 ☒ Jason Garrett	CS ☐ Rhiannon Chin
R2 ☒ Chris Craig	R5 ☒ Peggy Mazaras	CS ☐ Erick Arreola
R2 ☒ Ilda Torrez	R6 ☐ Tracy Kinshasa	CS ☐ Nue Nelson
R2 ☒ Stacy Bruemmer	R6 ☒ Jacqueline Larios-Becerra	CS ☐ Don Coffey
R3 ☒ John Edwards	R6 ☒ Karina Estrada	CS ☐ Julie Conwell – RM Sponsor
R3 ☐ Nick Hendrix	R6 ☐ Narine Tervartanyan	CS ☐ CDSS
R3 ☐ Yvonne Braga	R6 ☒ Jason Reyes	
R4 ☒ David Mata		

Notes Taken By: Region # 2 Responsible for Meeting Notes – Shawna Reed - Sacramento

Agenda Topic:	Important Points

Welcome/New Members:
• **New Contact Center Team:**
    o **Haikaz (Mike) Tombakian – Replacing Danielle Benoit**
    o **Logan Pratt – Replacing Darcy Alexander as Facilitator**
    o **Inez Finnigan – Back-up Facilitator**
    o **Yogesh Patel**
    o **Josy Thomas**
    o **Sam Svay**
	• Introduction done for new members.
	• Menti used for attendance and reminders given throughout meeting.
	• Darcy Alexander and Danielle Benoit will be transitioning into new roles away from Contact Center.
	• New CalSAWS Project Contact Center Team members announced.

Meeting Notes: o **Region #2 Identified as the one responsible for taking notes.**	• Region #2 – Shawna Reed - Sacramento • Notes are due to the Contact Center Facilitator on January 31, 2024.
Committee SCR Prioritization Discussion o **Regional Votes and Committee SCR Prioritization.**	• Contact Center Team • Committee SCR Prioritization Result List is posted on the CalSAWS Web Portal and has been shared by email with the sending out of

Agenda Topic:	Important Points
	the agenda for the January Committee Meeting.
SCR CA-272531 – Update CalSAWS Texting Campaign Name to BenefitsCal Review Texting Message Updates and SCR for Approval	• Contact Center Team • SCR was presented to the Committee and all Regions voted Yes on approving this SCR.
SCR CA-272600 – CER CA-268492 – Enhance eCCP Timer to Include Minutes and Seconds Review for Approval	• Contact Center Team • SCR was presented to the Committee and all Regions voted Yes on approving this SCR.
SCR CA-272764/SCR CA-239498 – Outbound Calling Campaigns DDID	• Contact Center Team • SCR was presented to the Committee and all Regions voted Yes on approving this SCR.
Electronic/Telephonic Signature: • **SCR CA-271731** - Remove Transcription • **SCR CA-260329** - Ability to call the CalSAWS Telephonic Signature solution (non-eCCP)	• Contact Center Team • Both SCR's were presented to the Committee and all Regions voted Yes on approving both SCRs.
CER CA-268487 – Add a pending Not Ready Status to the eCCP	• Contact Center Team • CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
CER CA-268580 – Remove Wait Times from IVR and Replace with Position in Line	• Contact Center Team and Submitting Counties • CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
CER CA-271325 – Update to AWS Headset Options	• Contact Center Team and Submitting Counties • CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
CER CA-270514 – Change Delivery Frequency of PCS Reports	• Contact Center Team and Submitting Counties • CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.

Agenda Topic:	Important Points
CER CA-271791 – Roll-on/off eCCP Admin Page enhance search feature	• Contact Center Team and Submitting Counties • CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
Quick Connects – Admin Page	• Contact Center Team and Submitting Counties • Committee had no objections in that approval of each CER would result in one SCR being created for all three CER's.

○ **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
	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
	
	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
	
	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.

Queue Limits – Admin Page	• Contact Center Team and Submitting Counties • Committee had no objections in that approval of each CER would result in one SCR being created for all three CER's.

○ **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
	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
	
	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.

Bots Update
   ○ **Welcome Bot**
   ○ **EBT RPA**
	• Contact Center Team
	• No updated information given.

Agenda Topic:	Important Points
Walk-on Topics/Questions:	• Contact Center Team
o **CER CA-271375 –** Teams to be copied from AWS to eCCP	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.
o **CER CA-271373 –** CSC IVR Call Limits.	• CER was presented to the Committee and all Regions voted Yes on approving moving this CER to an SCR.

Action Items:

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.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
January 24, 2024	9:00 AM – 12:00 PM	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