

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	February 14, 2024
To:	PPOC.Alameda, PPOC.Butte, PPOC.ContraCosta, PPOC.Fresno, PPOC.Humboldt, PPOC.Kern, PPOC.Kings, PPOC.LosAngeles, PPOC.Marin, PPOC.Merced, PPOC.Monterey, PPOC.Orange, PPOC.Placer, PPOC.Riverside, PPOC.Sacramento, PPOC.SanBernadino, PPOC.SanDiego, PPOC.SanFrancisco, PPOC.SanJoaquin, PPOC.SanLuisObispo, PPOC.SanMateo, PPOC.SantaClara, PPOC.SantaCruz, PPOC.Shasta, PPOC.Solano, PPOC.Sonoma; PPOC.Stanislaus, PPOC.Sutter, PPOC.Tulare, PPOC.Ventura, PPOC.Yuba, PPOC.Yolo, ContactCenter.Mgmt.All, Committee.IVR_ContactCenter.All
CIT Name:	CalSAWS Contact Center Regional Support Model Updates
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Training |
| <input checked="" type="checkbox"/> Other _____ Contact Center _____ | <input checked="" type="checkbox"/> Help Desk |

Description:	<p>Purpose The purpose of this CIT is to share the new regional support model for CalSAWS Contact Center counties.</p> <p>Background The CalSAWS Project is enhancing our communication strategy for the CalSAWS Contact Center Counties by assigning support teams to each Region.</p> <p>County Action If the county has any contact center related questions, high priority requests, topics to add for an upcoming meeting or critical issues, please use the following email going forward after you have opened a ticket in Service Now:</p> <p>Regional 1: CC.Support.R1@CalSAWS.org</p>
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	<p>Regional 2: CC.Support.R2@CalSAWS.org Regional 3: CC.Support.R3@CalSAWS.org Regional 4: CC.Support.R4@CalSAWS.org Regional 5: CC.Support.R5@CalSAWS.org Regional 6: CC.Support.R6@CalSAWS.org</p> <p>Please use the following subject format to help us organize our responses and ensure timely responses.</p> <p>Subject line: [Enter your County Name] - [Enter Brief Description]</p> <p>Examples: Subject line: San Bernardino – Calabrio Question Subject line: Alameda – INC1234567: Requesting an Update Subject line: Sonoma – Request Additional Topic for next meeting</p> <p>Counties can also contact the Contact Center Support team by phone: 916-851-3300 Support Hours: M-F 8AM – 5PM PST</p> <p>Reminder: Counties should follow their existing help desk process for reporting issues relating to CalSAWS Contact Center functionality.</p> <p>If you have questions on this CIT, please reach out to the Contacts below and cc your Regional Managers.</p>
Primary Project Contact:	Akira Moriguchi moriguchia@calsaws.org
Backup Project Contact:	Mike Tombakian Tombakianh@calsaws.org
Attachments:	N/A
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.