

Logan Pratt

From: Mata, David <drmata@fresnocountyca.gov>
Sent: Tuesday, March 26, 2024 1:33 PM
To: Committee.IVR_ContactCenter.Facilitator; Committee.IVR_ContactCenter.All; Logan Pratt
Cc: Angie Flores; Veronica Mota; Nou Yang; Torres, Tina (ETA); Miray Jackson; Casey Wilson; Chien Vang; Christopher Mendonca; Pete Solis; Gurleen Mander; Adam Bacon; Gohar Samarjian; Devendra Patel; John Garcia
Subject: RE: CalSAWS: IVR/Contact Center Committee Meeting Agenda for Wednesday March 27, 2024 - Updated Agenda

Hello Logan~

Fresno would like to add on discussion item for tomorrows agenda regarding BOT authentication.

Here is issue:

Client requests EBT card replacement. Client has had an EBT card replacement within last 90 days. Client is cold transferred to EBT line. Flow chart below.

Issue Impacts:

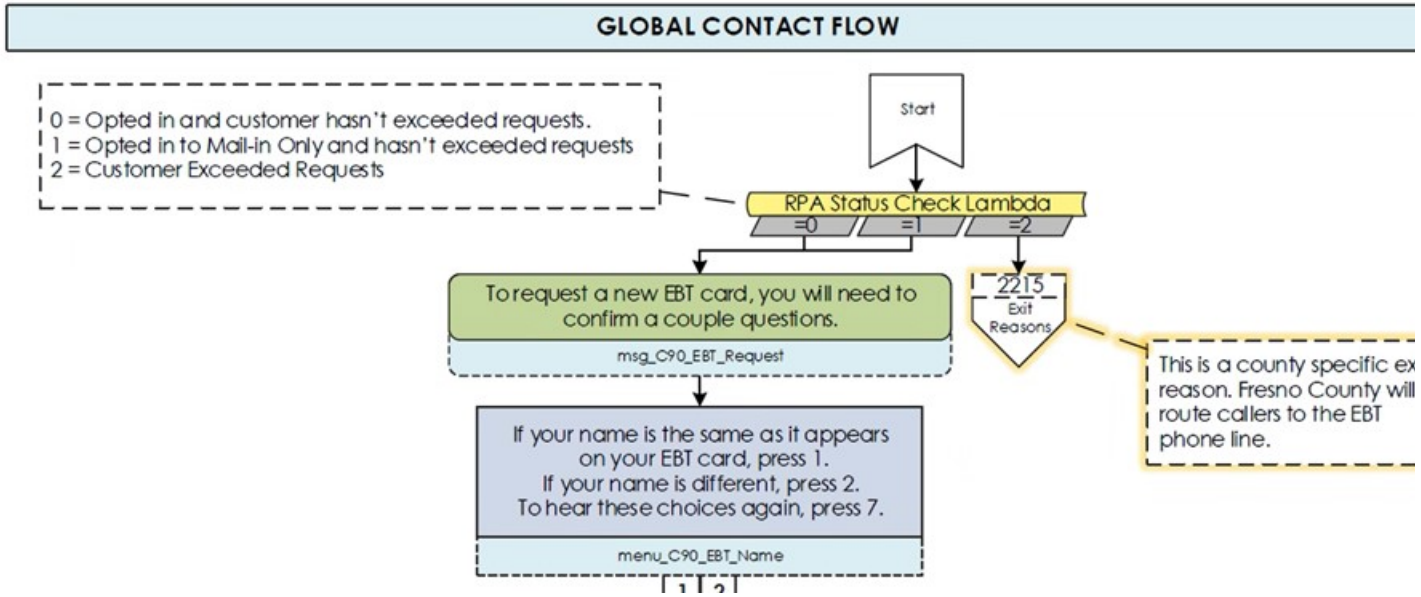
Clients are spending a large amount of time in IVR to get EBT replacement card. Time is spent making selections and when applicable to authenticate. Client is not told why or who they are being transferred to. Clients will be confused since they called the county for assistance. Clients will also be frustrated because they spent so much time in county IVR only to be transferred to have to re-explain request to another vendor. As designed, clients have potential to call back county IVR due to confusion of cold transfer.

Proposed Solution:

Change cold transfer to a warm transfer. Include a script so the client knows (1) they are being transferred outside county IVR (2) reason why they are being transferred (3) provide agency name they are being transferred.

Here is a sample script:

Our system indicates that you have requested an EBT replacement card within the last 90 days. You will need to talk to a EBT representative. You will be transferred outside this county phone system. You will now be transferred to the EBT Helpline.



David Mata (He/Him/His), MPA

Senior Business Systems Analyst

County of Fresno, Department of Social Services/Information Technology

From: Committee.IVR_ContactCenter.Facilitator <Committee.IVR_ContactCenter.Facilitator@CalSAWS.org>
Sent: Tuesday, March 26, 2024 11:55 AM
To: Committee.IVR_ContactCenter.All <Committee.IVR_ContactCenter.All@CalSAWS.org>
Subject: RE: CalSAWS: IVR/Contact Center Committee Meeting Agenda for Wednesday March 27, 2024 - Updated Agenda

CAUTION!!! - EXTERNAL EMAIL - THINK BEFORE YOU CLICK

Hello there,

I hope this email finds you well. Attached is the updated agenda for the IVR Committee meeting scheduled for tomorrow at 9:00AM.

Logan Pratt | Inez Finnigan
 CalSAWS IVR/Contact Center Facilitators
Committee.IVR_ContactCenter.Facilitator@CalSAWS.org



From: Committee.IVR_ContactCenter.Facilitator
Sent: Wednesday, March 13, 2024 11:11 PM
To: Committee.IVR_ContactCenter.All <Committee.IVR_ContactCenter.All@CalSAWS.org>
Subject: CalSAWS: IVR/Contact Center Committee Meeting Agenda for Wednesday March 27, 2024

Please share and review this e-mail with the appropriate personnel in your County/Region. RCMs: You are responsible for returning all answers to questions, feedback, and votes to the Project Analyst by the Due Date.

Hello there,

Attached is the IVR-Contact Center Committee Meeting Agenda for the upcoming Committee Meeting, on Wednesday, March 27, 2024, from 9:00 AM – 12:00 PM.

Please review the attached CER data sheets that will be discussed during the Committee meeting within your regions, ahead of the meeting.

SMEs – You are in receipt of this information solely to review the materials and provide any requested feedback/concerns/votes to your RCMs.

Logan Pratt | Inez Finnigan

CalSAWS IVR/Contact Center Facilitators

Committee.IVR.ContactCenter.Facilitator@CalSAWS.org



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