

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: March 27, 2024	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Logan Pratt	
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 #3 Responsible for Meeting Notes –

Agenda:

Welcome – New Members/Changes	Logan Pratt
Meeting Notes:	Logan Pratt
<ul style="list-style-type: none"> ➤ <u>Completed Meeting Notes due Wednesday 04-03-2024</u> 	
Committee Prioritized SCR Design Document Review	Jared Kuester/Contact Center Team
<ul style="list-style-type: none"> ➤ Priority #1: <ul style="list-style-type: none"> ▪ CA-252858: Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP. ➤ Priority #2: <ul style="list-style-type: none"> ▪ CA-265391: Modify eCCP Security rights. ➤ Priority #3: <ul style="list-style-type: none"> ▪ CA-260730: Contact Center eCCP - Admin Page Enable CCB Configuration by Queue. 	
CERs:	Contact Center Team and Submitting Counties
<ul style="list-style-type: none"> ➤ CA-272736 - Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution). ➤ County Custom Recordings (One SCR if Approved) <ul style="list-style-type: none"> ▪ CA-272738 - Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page – to allow for WAV files and foreign language handling. ▪ CA-272739 - Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page. ▪ CA-272743 - Adding ability to reference AWS s3 stored prompts in the "Informational Messages" - Admin Page. 	

Agenda:

- **CA-272934** - eCCP - Post Call Status after Outbound Call.
- **CA-272944** - Calabrio - Live Monitor to Include Audio.
- **eGain Report Enhancements (One SCR if Approved)**
 - **CA-273075** - eGain: CCB Real-time report – essential data elements.
 - **CA-273076** - eGain: CCB Historical report – essential data elements.
 - **CA-273246** - IVR/Contact Center eGAIN Report Update
 - **CA-273585** - Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report.
 - **CA-273583** - Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report.
- **Post Call Survey Enhancements (One SCR if Approved)**
 - **CA-273243** - Post Call Survey reporting format update
 - **CA-273244** - Percent allocation setting to Post Call Survey
 - **CA-273245** - Post Call Survey Data to be accessible in eGAIN.
- **If Time Permits**
 - **CA-272731** - Routing profile to be reverted to default at 8 PM daily.
 - **CA-272734** - E-mail Alert when Contact Center is closed via Remote Admin phone line.
 - **CA-274196** - IVR/Contact Center Call Recording bulk download.
 - **CA-274222** - Prevent Multiple Courtesy Call Back Requests.
 - **CA-274452** - Authentication Bot – Set Max Attempts for Authentication to 1 for Santa Cruz County.

Walk-on Topics/Questions (if time permits):

Contact Center Team

- **Fresno – EBT Bot Card Replacement Messaging**

Action Items

Action Items	Due Date	Responsible Party
1		
2		
3		

Next Scheduled Meeting – Teams – May 22, 2024, 9:00 AM – 12:00 PM:

Region 4 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	To Be Scheduled

DRAFT

