Cal**SAWS** | Notes from IVR/Contact Center Committee Meeting

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

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 ☐ Shawna Reed	R5 ☐ Joanne Arnott	CS ☐ John Dray
R2 ☐ Chris Craig	R5 ☐ Jason Garrett	CS ☐ Rhiannon Chin
R2 ☐ Ilda Torrez	R5 ☐ Peggy Mazaras	CS ☐ Erick Arreola
R2 ☐ Stacy Bruemmer	R6 ☐ Tracy Kinshasa	CS ☐ Nue Nelson
R3 ☐ John Edwards	R6 ☐ Jacqueline Larios-Becerra	CS ☐ Don Coffey
R3 ☐ Nick Hendrix	R6 ☐ Karina Estrada	CS ☐ Julie Conwell – RM Sponsor
R3 ☐ Yvonne Braga	R6 ☐ Narine Tervartanyan	CS ☐ State Partners
R4 ☐ David Mata	R6 ☐ Jason Reyes	

Notes Taken By: Region # 3 Responsible for Meeting Notes – John Edwards Region 3(Shasta)

Agenda Topic:	Important Points
Welcome/New Members:	- Introduction done for new members. - Menti used for attendance and reminders given throughout meeting.
Meeting Notes: **Region #3 Identified as the one responsible for taking notes.**	- Region #3 – - Notes are due to the Contact Center Facilitator on April 3, 2024.
Committee Prioritized SCR Design Document Review **Priority #1:** - CA-252858: Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP **Priority #2:** - CA-265391: Modify eCCP Security rights **Priority #3:** - CA-260730: Contact Center eCCP - Admin Page Enable CCB Configuration by Queue	**CA-252858.** Enhance the Supervisor panel to allow live-monitoring (audio) and change agent status from there. Vote was called for – yes vote was responded. - Fresno question – does the agent status change update immediately on the agent's e-CCP? Yes. - Will the agent status changes be the same/instant through the Amazon Connect Portal, as well? Yes. - Does it allow you to also change the routing profile from the same view? Yes. - If the Supervisor leaves call monitoring - exiting from 'busy' – what status does the Supervisor go to? The Supervisor will default back to

whatever status they were in when they initiated monitoring.
- CA-265391 – discussion is still ongoing about what all will be included in the SCR.
- CA-260730 – in the next few weeks by email

CERs:

- **CA-272736 -** Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)
- **County Custom Recordings (One SCR if Approved)**
  - o **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.
  - o **CA-272739 -** Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page.
  - o **CA-272743 -** Adding ability to reference AWS s3 stored prompts in the "Informational Messages " - Admin Page.
- **CA-272934 -** eCCP - Post Call Status after Outbound Call.
- **CA-272944 -** Calabrio - Live Monitor to Include Audio.
- **eGain Report Enhancements (One SCR if Approved)**
  - o **CA-273075 -** eGain: CCB Real-time report – essential data elements.
  - o **CA-273076 -** eGain: CCB Historical report – essential data elements.
  - o **CA-273246 -** IVR/Contact Center eGAIN Report Update.
  - o **CA-273585 -** Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report.
  - o **CA-273583 -** Los Angeles County - Call Center - eGain - Calls routed to each EW not

- **CA-272736**. Message on hold/admin page/long term solution. Via e-ccp Supervisor, include a method to manage hold messages specific to individual queues.
  Vote called for – Yes to move forward to an SCR.

- **CA-272738**.
  CA-272739. Included with CA-272738 – same vote.
  CA-272743. Included with CA-272738 – same vote.
  Add function to allow counties to add and store their own WAV files to e-CCP for use in that county for that county's queue messages.
  Vote called for – Yes to move forward to an SCR.

- **CA-272934**. Post call status after outbound call. Request to have worker status after Outbound call/after-call work status default to the 'Ready' after the county's "after-call timer" expires. Current e-CCP function is to default the agent back to the last status they were in when the county specific timer expires.
  Vote called for – Yes to move forward to an SCR.

- **CA-272944**. Calabrio live monitoring to include audio. If moved forward, this would need to be worked on by/through the Calabrio vendor to see if the functionality may, or may not, be possible.
  Vote called for – Yes to move forward to an SCR.
  - o Contra Costa question – what does Calabrio record currently? Calabrio records the agent's live screen. AWS (e-CCP) records the audio, then uploads the audio file to Calabrio. This CER would ask Calabrio vender to record

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.

both the agent's screen as well as call audio directly in Calabrio.

- **CA-273075**. This CER, and the following four, will be combined together into one SCR if approved. E-gain courtesy call back report. Extra data elements to be added to the report. Vote called for - Yes to move forward to an SCR.
  CA-273076. Included with CA-273075 – same vote. E-gain essential data elements to be added.
  CA-273246. Included with CA-273075 – same vote. E-gain report updates to be added.
  CA-273585. Included with CA-273075 – same vote. E-gain missed call report to include more data elements.
  CA-273583. Included with CA-273075 – same vote. E-gain data to include routed calls to specific agents.

- **CA-273243**. Included with the following two CER's. Post call survey data to be modified.
  CA-273244. Included with CA-273075. Add a function to allow a county selectable percentage of calls that are moved to take the PCS, rather than 100% of agent-ended calls.
  CA-273245. Included with CA-273075. PCS data accessible in e-Gain. Jared mentioned that this function may need to be requested/included through Calabrio rather than e-gain.
  Vote called for - Yes to move forward to an SCR.

- **CA-272731.** Routing profile to be reverted to default routing profile at 8am (or selectable, designated time). If the "default routing profile" is left blank, no auto-updates would happen to the agent's profile. This feature would be assignable to individual agents through e-CCP. This would NOT be a required field when setting agent profiles initially. Additional options for how/when to set this function could be added and discussed if this is moved forward. Vote called for - Yes to move forward to an SCR.

- **CA-272734.** E-mail alert when Contact Center is closed via remote admin phone line. An internal distribution list could be entered in the field in order to have multiple people notified. Vote called for - Yes to move forward to an SCR.

- **CA-274196.** IVR call recording bulk download capability made available for each county to request.
  - Can the bucket download include call transcript along with the audio files? A feature to include call transcripts could be added to the SCR ask if moved forward.

Vote called for - Yes to move forward to an SCR.

- **CA-274222.** Add a feature to limit clients from requesting more than one courtesy callbacks.
  - How would the system determine who is limited on courtesy call backs? The initial SCR would look at limiting the courtesy callbacks to one callback per phone number for each individual queue.
  - Would this feature have a toggle? Yes, if moved to an SCR this feature would start with the intention of having a county option to use, or not use, the feature.

Vote called for - Yes to move forward to an SCR.

- **CA-274452.** Authentication Bot. Set max attempts for successful authentication through the Bot to 1.

- CA-274110 design review vote is due by the end of day 03/28/2024.

- EBT Bot card replacement functionality. Each county can request a county specific CER for a county specific exit reason message for their EBT card Bot.

- Next IVR committee meeting – via Teams – 05/22/2024 9am-12pm.
- R4 will be responsible for meeting notes.

Action Items:

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.

Proposed 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