CalSAWS Imaging Go-Live
HOW WE ARE SUPPORTING IMAGING

THE POWER OF 58

01 BENEFITS OF CALSAWS IMAGING

FILE UPLOAD & VIRTUAL PRINT
- ✓ Enables remote scanning
- ✓ Reduces amount of required printing

INTEGRATED WITH *BenefitsCal*
- ✓ Allows clients to self-upload documents
- ✓ Retrievable in near real-time

SINGLE SIGN-ON ACCESS
- ✓ Securely authenticates CalSAWS access
- ✓ Limits number of logins required

REPORTED TECHNICAL ISSUES & ACTION TAKEN 02

*Since Go-Live, we continue to **listen to your concerns and issues** and **actively address each one** by opening defects and SCRs*

13 Imaging defects resolved &

23 open Imaging defects are actively being worked on

SPOTLIGHT ON RESOLVED DEFECTS

We prevented the System from incorrectly duplicating pages when routed through the System & restored the impacted documents

We corrected the nightly batch job, which now removes empty hyperlinks within queues

03 UPCOMING SYSTEM ENHANCEMENTS

7 SCRs Approved to **enhance Imaging** that are based on **County feedback & requests**

Expect to see the following enhancements over the next, several months!

4 HIGHLY ANTICIPATED SCRs

In Production!

CA-233089 – Edit more relevant fields in queues

CA-234911 – Search by Case Number in queues

CA-228869 – Create OCR Override & OCR Split Override flags

CA-231814 – Add queue information to RC Doc Hold stamp

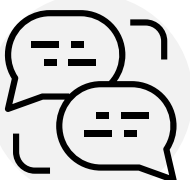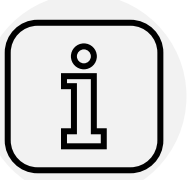## WHAT YOU CAN EXPECT MOVING FORWARD 04

Continue submitting **Help Desk Tickets** to report defects

Ask your County's Super Users about Forumbee and its **support features**

Use the **Imaging Hotspot Learning Aid** to review relevant resources

Continue using **available Imaging resources** in the CalSAWS LMS and Web Portal

- **30** *Training materials*
- **4** *Presentations*
- **4** *Q&A documents*
- **11** *Communications*
- **9** *Fact sheets & guides*