

# CalSAWS | Notes from Lobby Management Committee

Date: 9/26/2019

Notes Location: CalSAWS North/South

Time: 10:00 am – 3:00 pm

Meeting Materials:

Meeting Called by: Erick Arreola

Attendees: Erick Arreola, Danielle Benoit, Eric Cortez, Francis Delgado, Garrian Booker, Celeste Armijo, Shawni Ramos, Ilda Torrez, Luiza Knap-Serek, Sandra Soto, Stephanie Hudson, Susan Morris, Tera Gandolfo, Esteban Martinez, Mark McAllister, Robert Delsid, Victoria Taylor, Felix Sanchez, Jill Mills, Rosa Vizcarra, Mario Palacios, Sonia Lopez, Matthew Lower, Gerald Limbrick, Terence Callaham, Kyle Jackson, Kyle Markham, TJ Singh, Toby Barnes, Sam Svay, Erika Kusnadi, Arvin Liang

## Topic

## Important Points

### Welcome & Introduction

- CalSAWS Committee Slide Deck
- CalSAWS Meeting Notes

- Reviewed the role of the RCM, Voting, and CalSAWS SCR's. The presentation also reviewed CalSAWS system change Access Channels and Core Automation Principles.
- During each Committee Meeting, Regions will take meeting notes on a rotation basis. Notes are not minutes. If a Region is scheduled to take the Meeting Notes and no one from that Region is in attendance, then the Meeting Notes will be taken by the next Region in line. The CalSAWS Committee Notes Policy and Schedule has been emailed to all RCM's.

### System Change Request (SCR) Review

- CA-201772/CIV-104929: Update Number Generation Logic
- CIV-7341: Update Lobby Monitor to send customers back to Waiting Status
- SCR Prioritization

- RCMs approved SCR CA-201772/CIV-104929:
  - Design Document reviewed to be emailed to the RCMs
- CIV-7341: RCMs agreed there is still a need for the functionality to send customer back to a waiting status.
- RCM will reach out to SME's to prioritize SCR's from 1-10. Please note that lobby management does not always have the highest priority on the scorecard if it does not directly impact the business process.

### Lobby Roadmap for LRS

- Lobby Roadmap for LRS
- Lobby Management Overview

- The Roadmap is currently under development and will be shared once there is more progress.
- The project offered the opportunity to have a Lobby Management Demo at the end of the next two committee meetings. All RCM's were in agreement that the Demo would be beneficial.

### Wrap-up Items

- Open Discussion
- Next Meeting - TBD

- Time was provided for discussion.
- The next meeting will on 12/19/2019 via Conference Call. A hybrid meeting schedule was proposed that alternated between in-person and conference call meetings. The RCMs agreed to the proposed schedule.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Research if it is possible to Searching Numbers W/o capitalizing in Reception Log Search as part of SCR CA-201772/CIV-104929.	Gerald Limbrick	9/26/2019	Next meeting 12/19/2019	Assigned
2	API Application Programing interface (Kiosk vs tablet) Notification based on how the client is checked-in.	Danielle Benoit  (This will be tested to see if it is an SCR or system issue)	9/26/2019	Next meeting 12/19/2019	Assigned

#	Decision Made	Who Made the Decision	Date
1	<p>Reception log Detail: Updates (CA-201772/CIV-104929)</p> <ul style="list-style-type: none"> <li>Add an option to assign a previous number.</li> <li>The number assigned dropdown will default to New and the client's last number will be 2<sup>nd</sup> on the dropdown.</li> <li>RCMs agreed that a visit must have a status of Complete, No Show, or No Response in order to re-use the associated number.</li> <li>The ticket numbers characters will be increased to 5 and leading zeros will be removed.</li> </ul>	<p><b>RCMs approved</b></p> <p><b>All Regions voted in favor of the status options.</b></p>	9/26/2019