



[CA-212053] Lobby Management - Update Lobby Monitor Call functionality

Issue Type:	CER	Team Responsible:	Assignee:	Erick Arreola
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes:	Estimate:	
Reporter:	Lien Phan	Regulation Reference:	Created:	11/22/2019 05:25 PM
Status:	In Progress	Impact Analysis:	Outreach Required:	
Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

Current Design:

Request:

Our office, due to a confidentiality, has several building designs that facilitate confidentiality for all customers who visit our office for services. Currently we are considering how to utilize Lobby Management tools to better serve our customers, however the current functionality of lobby management requires that a customer be issued a "call number" prior to being utilized through lobby management.

Recommendation:

We would like to see lobby management capabilities that allow for generic calling of customers to the next available window without being logged in prior or being issued a number. We don't want the following included: 1.) customer name 2.) call number.

We would like to see some sort of generic call to the next available window: such as asking for the next customer to report to window location XXX(IE 1, 2, 3, 4,etc)

Outreach

Description:

Operational Impact: