

CalSAWS | Enhancement Request (CER)

DRAFT

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	1/14/21
Title	OCAT ChatBot Separate Pop-Up Window Enhancement

Region #: 2	County: Sacramento	
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Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKS / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input checked="" type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			

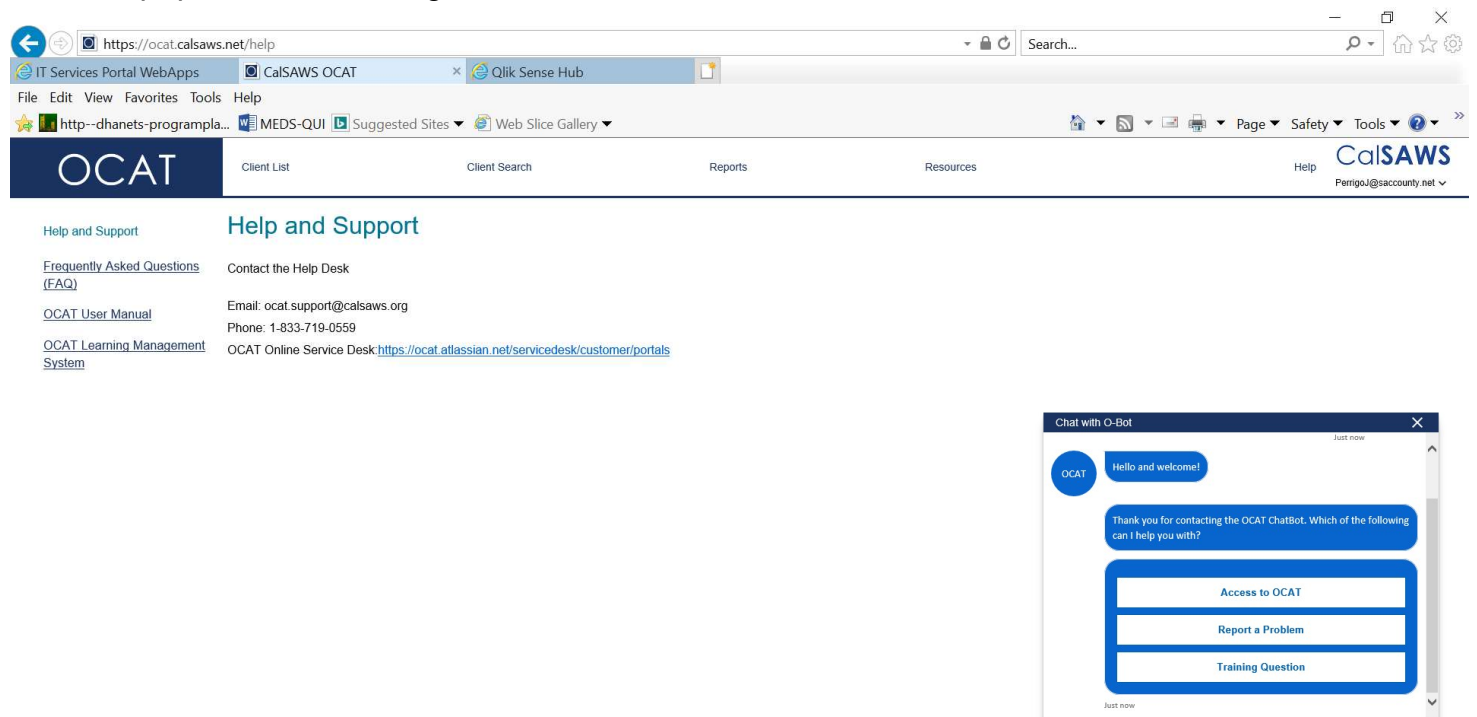
Area(s) Impacted:			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Client Correspondence	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input type="checkbox"/> Lobby Management
<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt	<input type="checkbox"/> Security
<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input checked="" type="checkbox"/> Other – specify			
OCAT System Enhancement			

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Justification / Request Summary:

Issue:

During the OCAT UAT ChatBot scenarios and use within OCAT Production, for some of the help topics ChatBot provides step by step instructions and asks if that solved the problem, since ChatBot is within the same window as OCAT, the user may not be able to complete these steps without having to memorize the steps and closing the Chat Bot and having to come back to it again and look up the same help question all over again.



Proposed Recommendation:

Enhance the OCAT ChatBot chat feature to open in a separate pop-up window so the user can navigate back into OCAT to follow along and do the step-by-step instructions.

Or **Allow chatbot to remain on top.**

Priority/Implementation Consideration(s):

High

Comment/design suggestion Region 2: additional option of Chat-Bot being redesigned as a 'Nest' window that can be displayed above the main window

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CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA) CA-223944	SCR # CA-224963
Rejected By:	Date:
Rejection Reason(s) or other Comments:	