Cal**SAWS** | BenefitsCal - Appointments
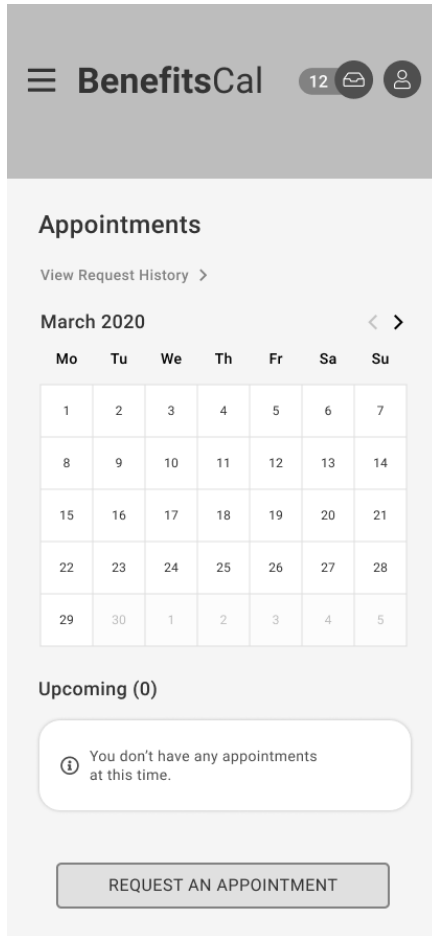
DRAFT

May 13, 2021

Agenda

① Flow 1: View Appointment

② Flow 2: Request to Schedule an Appointment

③ Flow 3: Request to Reschedule an Appointment

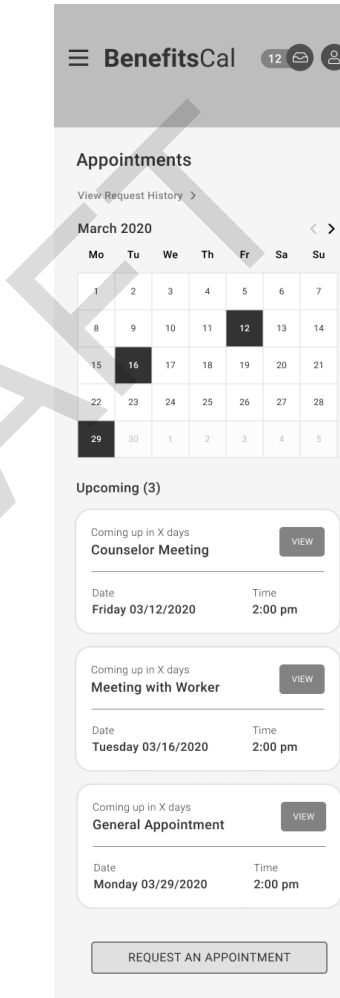④ Flow 4: Request to Cancel an Appointment

Flow 1: View Appointment

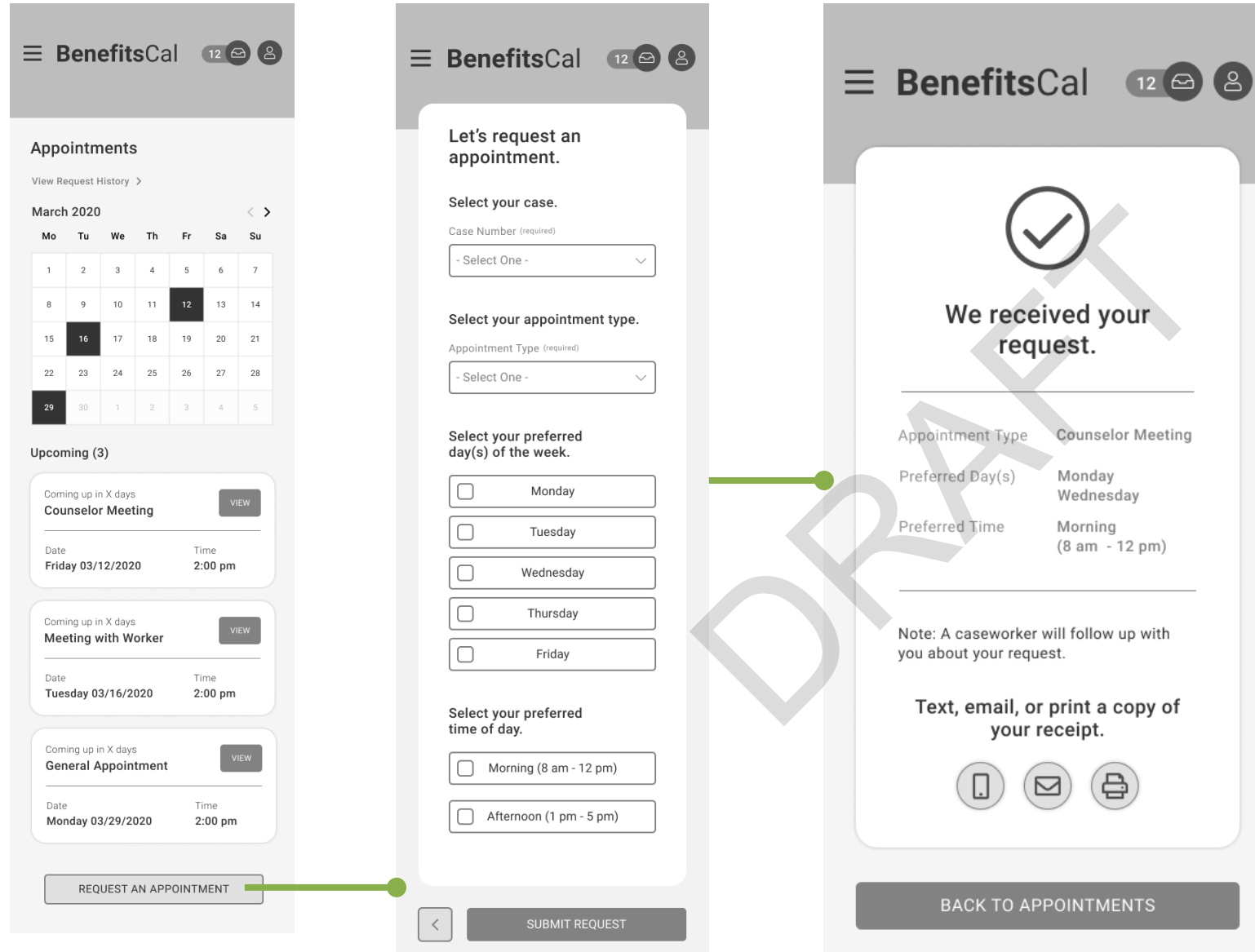## A- No Appointments Returned

- No appointments for this customer in CalSAWS, so no appointments are returned on Benefitscal.
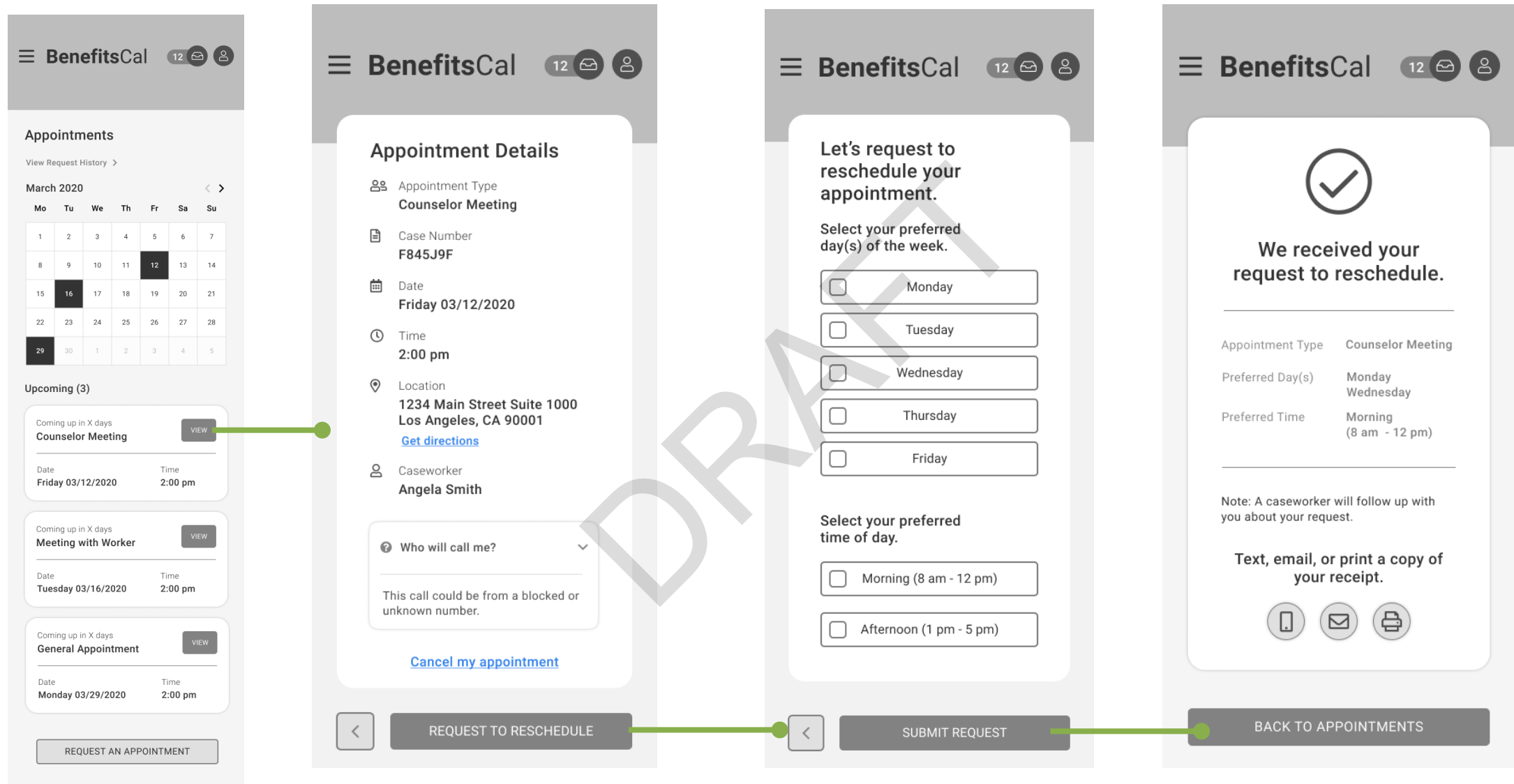
B- Appointments Returned

- Appointments are scheduled for this customer in CalSAWS and displayed on BenefitsCal
- Only **future** appointments will display
- Calendar is an image to view dates of appointments, customer cannot click to start a flow.

Flow 2: Request to **Schedule** An Appointment

Flow 3: Request to **Reschedule** An Appointment

Flow 4: Cancel An Appointment