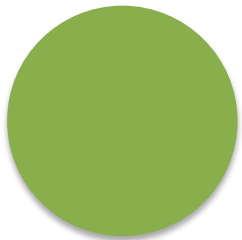


CalSAWS | BenefitsCal - Appointments

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May 13, 2021

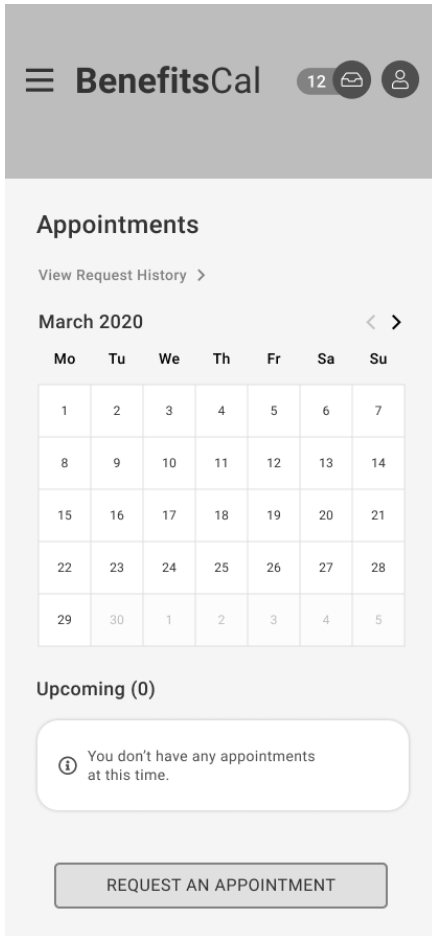
# Agenda

- 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

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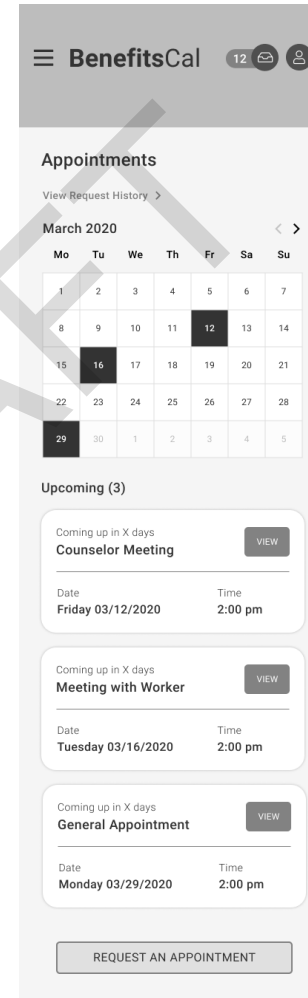
# Flow 1: View Appointment

## A- No Appointments Returned



- No appointments for this customer in CalSAWS, so no appointments are returned on BenefitsCal.

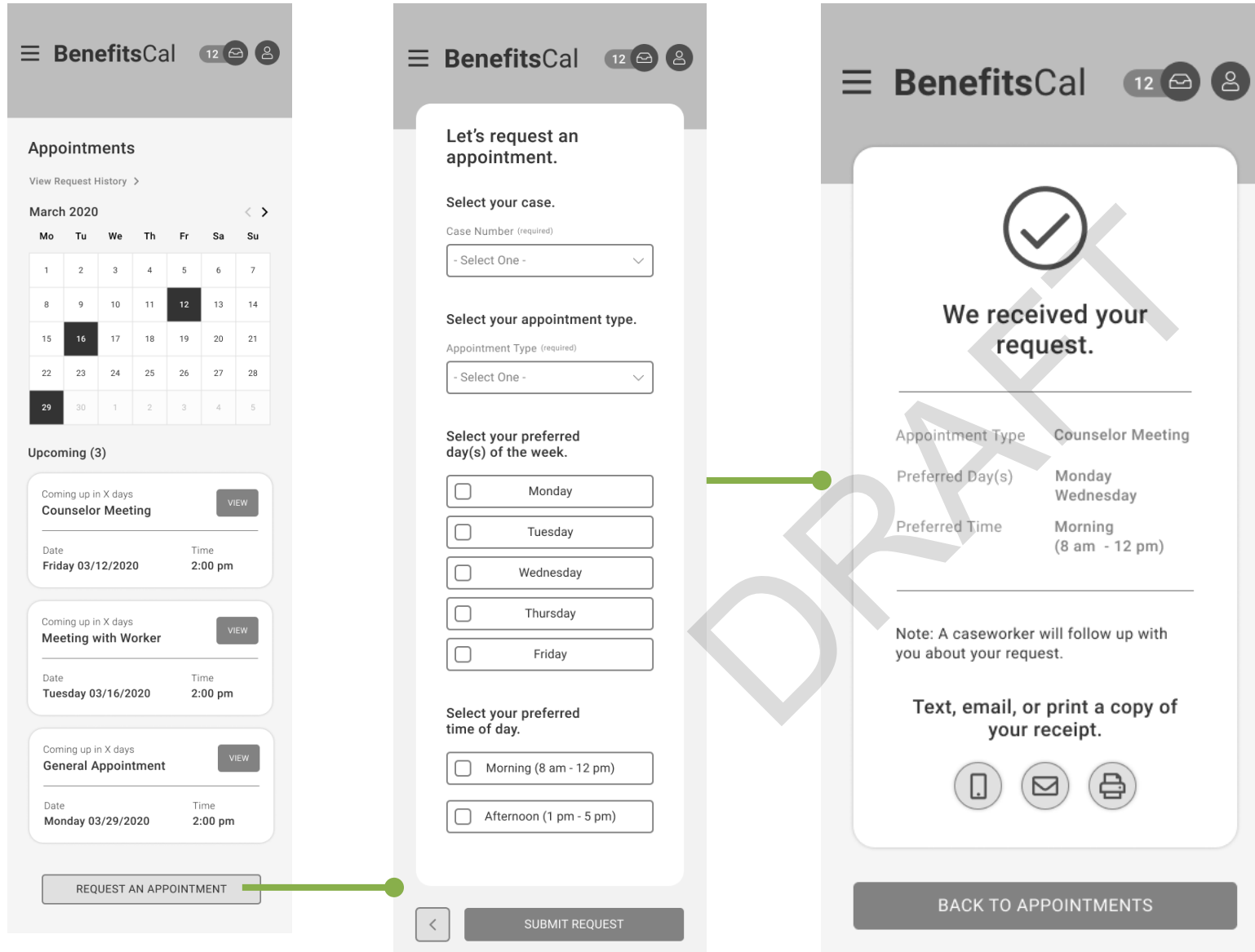
## B- Appointments Returned



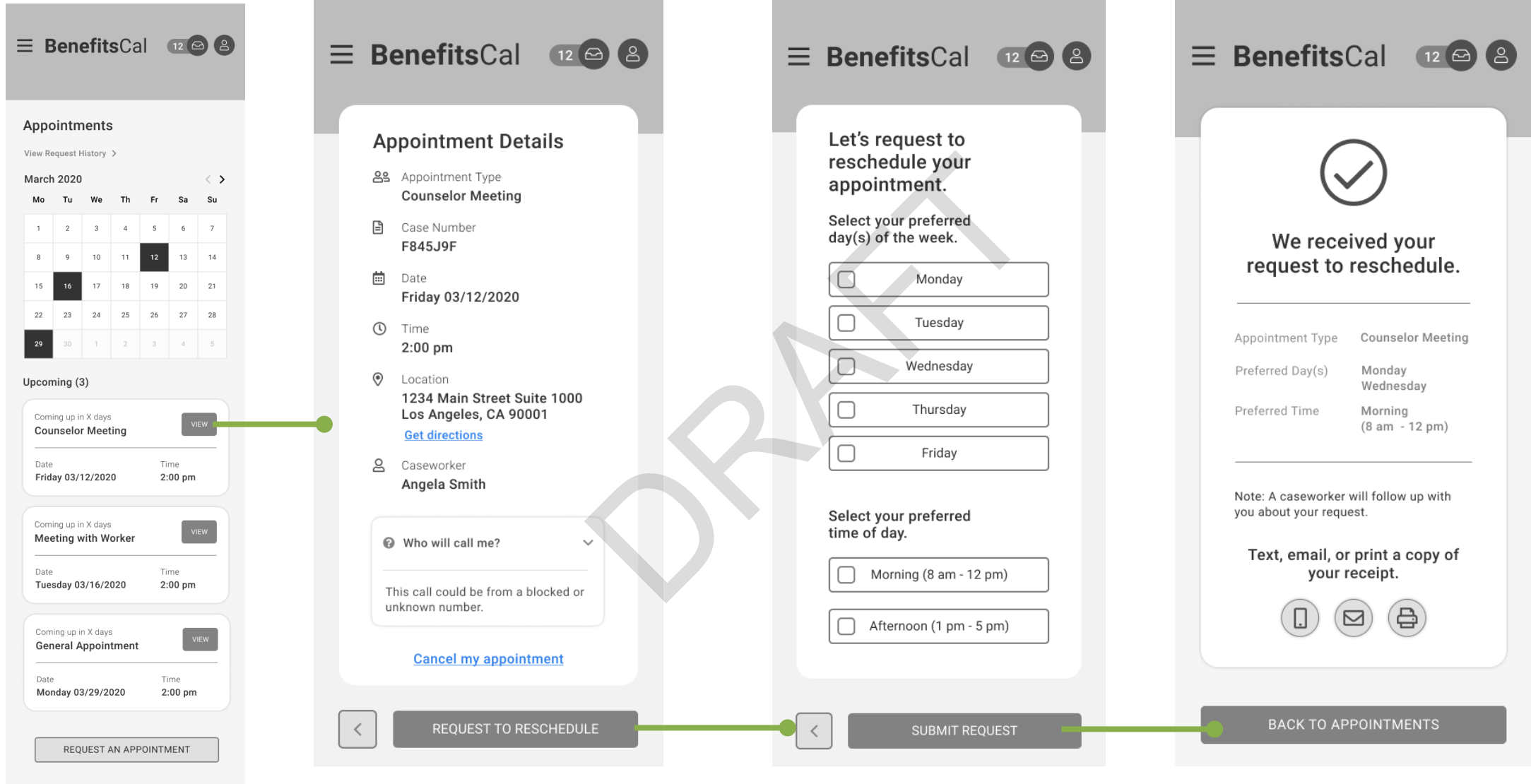
- Appointments are scheduled for this customer in CalSAWS and displayed on BenefitsCal
- Only **future** appointments will display
- Calendar is an image to view dates of appointments, customer cannot click to start a flow.

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



# Flow 3: Request to Reschedule An Appointment



# Flow 4: Cancel An Appointment

