

# CalSAWS | Lobby Management Committee Meeting Notes

Date: March 24, 2022	Location: Microsoft Teams
Time: 10:00 am – 12:00 pm	Meeting Called by: Erick Arreola
RCM/RM Attendees: Francis Delgado, Florence McGuire for Esmeralda Rouse, Carlos Urbietta, Ilda Torrez, Tera Gandolfo, Robert Delsid, Aracelia Sandoval, Ana Arevalo, Craig Jackson, Maria Magana for Sonia Lopez, Yolanda Banuelos	

## Topic

## Important Points

### System Change Request (SCR) Review

- CA-222134: Add OBIEE Lobby Activity Summary Report Page
- Request Summary:** Add real time lobby management reports in business intelligence so that management can pull high-level information quickly when necessary.
- Committee Decision:** Reject
- Rejection Reason:** The following dashboards currently available in CalSAWS, meet the needs of the SCR:
  - Reception Log - Real Time County View
  - Reception Log - Real Time Office View

### Additional Items

- Staffing
- Terrence (Lobby Support Analyst - Accenture) has been replaced by Jack Zhao. Kali Jackson remains as part of the team.
- Open Q&A
- Time was provided to discuss Lobby Management functional questions.

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Research if the Reception Log reports are available in Sandbox environment	Stephen Hilliard	3/24/2022		Closed. The reports are not available in Sandbox; send request to RM if needed.
2	Submit a ticket to determine 'distinct' person count of customers that come to the office per day.	Michelle Carr	3/24/2022		Open

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3	Determine if there is a report that can provide a forecast on types of appointments that an office will get for future date	Erika Kusnadi	3/24/2022	Open
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