

CalSAWS | Lobby Management Committee

Date: September 28, 2023	Location: Microsoft Teams Meeting
Time: 10:00 am – 12:00 pm	Meeting Called by: Jill Smith / Sowmya Coppisetty

Attendees:

NAME	NAME	NAME
<input type="checkbox"/> R1 Francis Delgado	<input type="checkbox"/> R4 Christina Mendoza Ruiz	<input type="checkbox"/> RM Melissa Thomas
<input type="checkbox"/> R1 Garrian Booker	<input type="checkbox"/> R4 Doris Sons	<input type="checkbox"/> RM Justin Stephenson
<input type="checkbox"/> R1 Florence McGuire	<input type="checkbox"/> R4 Robert Delsid	<input type="checkbox"/> RM Yolanda Banuelos
<input type="checkbox"/> R1 Shawni Ramos	<input type="checkbox"/> R4 Virginia Melgoza	
<input type="checkbox"/> R1	<input type="checkbox"/> R4 Jessica Lannin	
<input type="checkbox"/> R2 Carlos Urbieta	<input type="checkbox"/> R5 Felix Sanchez	
<input type="checkbox"/> R2 Ilda Torrez	<input type="checkbox"/> R5 Aracelia Sandoval	
<input type="checkbox"/> R2 Theresa Agarenzo	<input type="checkbox"/> R5 Cindy Aguirre	
<input type="checkbox"/> R2 Lana Fomichev	<input type="checkbox"/> R5 Rosa Vizcarra	
<input type="checkbox"/> R2	<input type="checkbox"/> R5 Ed Williams	
<input type="checkbox"/> R3 Dayna Boggs	<input type="checkbox"/> R6 Richard Luscombe	
<input type="checkbox"/> R3 Patty Strom	<input type="checkbox"/> R6 Vinh Tran	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Christopher Estrada	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Rachid Ameer	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Maria Kincaid	

Meeting Notes: Region 3 is responsible.

Topic

Welcome

- Roll Call / Meeting Notes

CalSAWS Enhancement Requests (CER)

- **CA-266291** – Add to Reception Log Selecting a Different Office
- **CA-264820** – Lobby Mgmt: Change Start Button to Language Options
- **CA-264817** – Lobby Mgmt: Reception Dashboard – Display Currently Serving Data Including Reception Location
- **CA-264816** – Lobby Mgmt: Auto Refresh Reception Log and Reception Dashboard
- **CA-264815** – Lobby Mgmt: Allow System to Call in English and Spanish Without User Intervention
- **CA-263086** – Have One Number Assigned When Client Selects Multiple (visit) Purposes

Upcoming Releases

- **23.11 - CA- 213615** – Updates to the Reception Log and Lobby Devices (Approved)
- **23.11 - CA- 222117** – Lobby Device – Add Flow to Support Manually Entering a Name for Non-Case Validated Options (Approved)
- **24.01- CA-265395** – Sorting and Searching Number Assigned in Reception Log (New – Review and Vote)

Wrap-up Items

- Discussion Item Request – CA-222128 – Text Customer When Number is Called to Monitor
- SCR Prioritization

- RCM Communications
- Open Discussion
- **Next Meeting - , December 2023 – Region 4 Responsible for Meeting Notes**

DRAFT

