

CalSAWS Enhancement Request (CER)

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Submission Date: 12/13/2023	;	;
Title: Queue Limits Page drop down to view more than 10 per page	;	;

Region#: 6	County: Los Angeles	;
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Area(s) Impacted: <ul style="list-style-type: none">• Call Center		
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Program(s) Impacted: <ul style="list-style-type: none">• Other: eCCP Admin		
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Justification/Request Summary

Adding a drop down to select more than 10 on one page - for the eCCP Queue Limits Page

Issue

La County has over 260 queues to manage and set the queue limit on. The current page does not allow admin users to view more than 7 quick connects at a time.

Proposed Recommendation

Enhancement to the Queue Limits page to allow for more than 7 queues to be seen at once. Options in the drop down should allow admin users to view - 10 / 25 / 50 / 100 queues

Assumptions:

ACL/ACIN/ACWDL Number(s):

Senate/Assembly Bill Number(s):

NOA(s) and From(s):

Required for this change?;No

Are NOA(s)/Form(s) being revised?;No

NOA(s) and Form(s) Description:

Priority/Implementation Consideration(s):

eCCP Enhancement

Approvals

Section Head Approval:;Electronically Signed by Lin David

Approval Date:;12/13/2023

Division Chief Approval:;Electronically Signed by Kumar Narinder

Approval Date:;12/13/2023

CalSAWS Response

CER Tracking #:

SCR #:

Rejected by:

Rejection Date:

Rejection Reason(s) or other Comments: