



[CA-273952] Update Automated Action Task Details

Created: 02/08/2024 02:40 PM - Updated: 03/05/2024 10:55 AM

Status:	In Progress
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER	Assignee:	Sarah Rich
Reporter:	Frederick Gains		
Labels:	None		

<i>Main</i>	
Region #:	1
County:	Napa
Submitter's Name:	Shanna Gardner
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Request:	<p>Issue:</p> <p>Automated Actions are designed to Create Tasks when certain scenarios come in to play. These automated actions allow counties to Edit them to Update Status, Task Type, Due Date and Initial Assignment. Counties do not however have the ability to update the program(s) in which the task is assigned. This leads to tasks being assigned to workers who do not need to work the tasks and ultimately clog up workload.</p> <p>Additionally Due Date field allows for a selection of Default Due Date which is different for the type of task. Some of them are "Immediate" some can be 10 days, etc. We can select the option of after number of calendar or business days, however there are no options for "Immediate" should the Default Due Date not be Immediate. This disallows for business process within the County to have these tasks be worked at a priority in which the County needs.</p>
Recommendation:	<p>Allow the Program(s) field to be an editable field and counties can select one or more program options for the assigned automated action.</p> <p>Allow for an "Immediate" option in the Due Date field.</p>
Area(s) Impacted:	Task Mgmt
Committee:	Task Management

Attachments
Automated Action Enhancement Request.docx (64 kB)