

# [CA-275473] Append "In Process" Task Status

Created: 03/18/2024 07:26 AM - Updated: 03/18/2024 09:04 AM

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

<b>Type:</b>	CER		
<b>Reporter:</b>	Frederick Gains	<b>Assignee:</b>	Sarah Rich
<b>Labels:</b>	None		

<i>Main</i>	
<b>Region #:</b>	5
<b>County:</b>	Orange
<b>Submitter's Name:</b>	Shelly Nava
<b>Submitter's Email:</b>	<a href="mailto:Shelly.Nava@ssa.ocgov.com">Shelly.Nava@ssa.ocgov.com</a>
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<b>Request:</b>	<p>To reduce the number of tasks currently generated and assist Eligibility staff in managing their workload.</p> <p>Currently the Append Processing functionality only retrieves and appends information to tasks in Assigned status. Therefore, when a task is in a status other than Assigned, the system generates new tasks when new additional information/images are received, in lieu of appending to the existing task.</p>
<b>Recommendation:</b>	Modify the Task Append functionality to add In Process status to the logic. This would allow append to work on all tasks in Assigned and In Process statuses. The proposed recommendation will help reduce the number of tasks generated, consolidate tasks, and assist Eligibility staff to manage their workload.
<b>Area(s) Impacted:</b>	Task Mgmt
<b>Committee:</b>	Task Management

<b>Attachments</b>
CalSAWS Enhancement Request Form (Append - Task Management).docx (324 kB)