

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-222130

Lobby Device: Change wording on Kiosk Screen

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06.13.2024	1.0	Initial	Kusnadi.E

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# 1 OVERVIEW

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## 1.1 Current Design

Currently, before completing the check-in process for both the Lobby Kiosk and Lobby Tablet (with Kiosk flow) there's a screen (there's different version of this screen based on the selected flow that asks the same question) that gets displayed asking user the question 'Is there anything else I can help you with....?' and they can choose the option of Yes or No. Selecting the option of 'Yes' will take the user back to the main screen that will allow them to start a new check-in process. Selecting the option of 'No' will complete the check-in process.

## 1.2 Requests

Update both the Lobby Kiosk and Lobby Tablet (with Kiosk flow) to only display one version of the 'Is there anything else I can help you with.....?' screen along with updating the wording on the question and relabeling the 'Yes' and 'No' button.

## 1.3 Overview of Recommendations

1. Update both the Lobby Kiosk and Lobby Tablet (with Kiosk flow) to only display one 'Is there anything else I can help you with.....?' screen.
  - a. The screen will be updated to change the question from 'Is there anything else I can help you with.....?' to 'Can I help you with anything else?'
2. The screen will be updated to relabel the 'Yes' button to 'Yes, Return to Main Menu' and 'No' to 'No, I'm Done'.

## 1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. SCR CA-273055 will be updating the Preview functionality on the CalSAWS application.

## 2 RECOMMENDATIONS

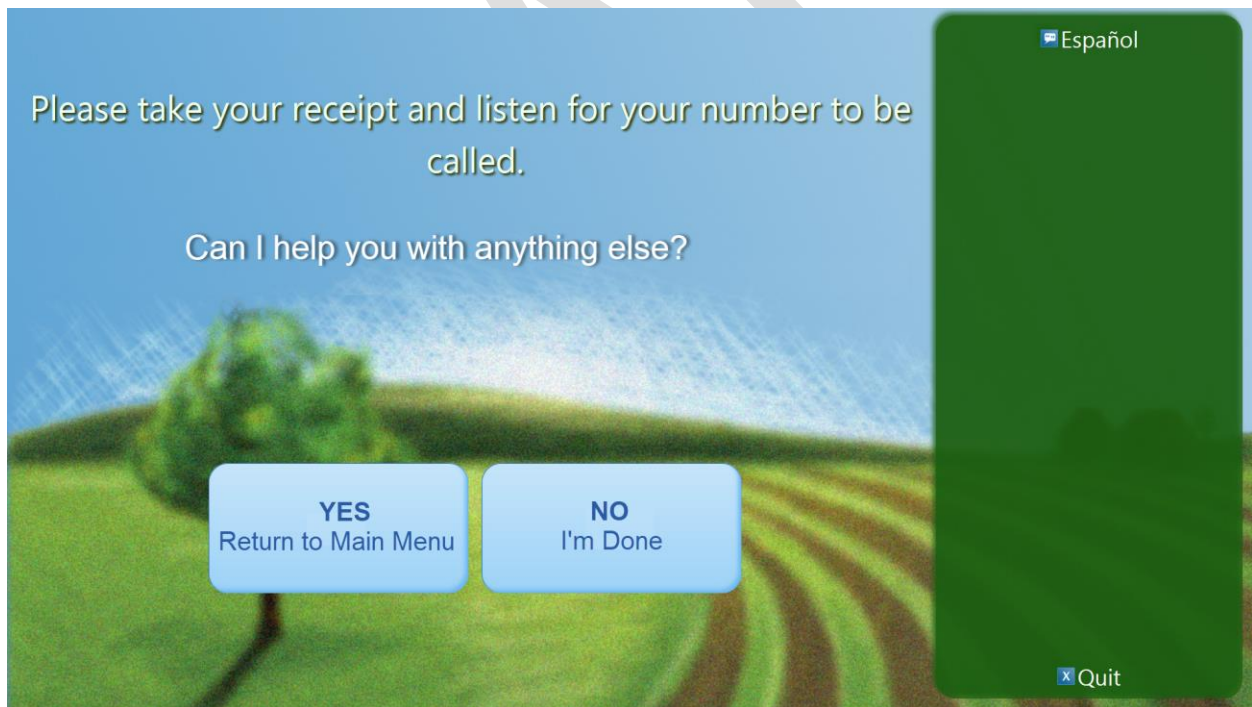
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### 2.1 Is there anything else I can help you with....? Screen

#### 2.1.1 Overview

Currently, before completing the check-in process for both the Lobby Kiosk and Lobby Tablet (with Kiosk flow) there's a screen (there's different version of this screen based on the selected flow that asks the same question) that gets displayed asking user the question from 'Is there anything else I can help you with.....?' and they can choose the option of Yes or No. Selecting the option of 'Yes' will take the user back to the main screen that will allow them to start a new check-in process. Selecting the option of 'No' will complete the check-in process. This SCR will update the Lobby Kiosk and Lobby Tablet (with Kiosk flow) to only display one version of the screen and in addition the screen will be updated to change the wording of the question along with relabeling the 'Yes' and 'No' button.

#### 2.1.2 Can I help you with anything else today? Mockup



**Figure 2.1.1 – Can I help you with anything else screen (English version)**  
(Note: The Please take your receipt.... is the On-Screen Instructions)



**Figure 2.1.2 – Can I help you with anything else screen (Spanish version)**

### 2.1.3 Description of Changes

1. Update the wording on the 'Is there anything else I can help you with...?' screen for both the Lobby Kiosk and Lobby Tablet (with Kiosk flow) Please reference Section 2.1.2 for mockups.
  - a. Update the verbiage from 'Is there anything else I can help you with....?' to 'Can I help you with anything else?'.
    - i. Spanish: '¿Le puedo ayudar con algo mas?'
  - b. Relabel the 'Yes' button to 'YES Return to Main Menu'.
    - i. 'YES' will be bolded.
    - ii. Spanish: 'Sí volver al menú principal'.
      1. 'Sí' will be bolded
  - c. Relabel the 'No' button to 'NO I'm Done'.
    - i. 'NO' will be bolded
    - ii. Spanish: 'No ya he terminado'.
      1. 'No' will be bolded

**Note:** For Kiosk Flow that have the option to enter the On-Screen Instructions (on the Action Detail page in CalSAWS) the On-Screen Instructions will continue to display at the top of the screen. On Figure 2.1.1 this is the 'Please take your receipt....'

2. Update Lobby Kiosk and Lobby Tablet to only display the 'Can I help you with anything else?' screen regardless of Kiosk flow that is selected (Case Validated flow, Non-Case Validated flow, and Document only).

**Examples:**

For Case validated flow, the screen will no longer display: 'Is there anything else I can help you with on case XXX?'

For Non-Case Validated flow, the screen will no longer display: 'Is there anything else I can help you with today?'

For Document only flow, the screen will no longer display: 'Please take your original documents. Is there anything else I can help you with on case XXX?'

#### 2.1.4 Page Location

- Lobby Kiosk/Lobby Tablet

#### 2.1.5 Security Updates

N/A

#### 2.1.6 Page Mapping

N/A

#### 2.1.7 Accessibility

N/A

#### 2.1.8 Page Usage/Data Volume Impacts

N/A

### 3 REQUIREMENTS

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#### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met