CalSAWS

California Statewide Automated Welfare System

Design Document

CA-274884

Shorten Lobby Monitor Call Announcement

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/07/2024	1.0	Initial Design	Trevor Torres

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1   OVERVIEW

Currently, the Lobby Monitor Call audio announces numbers using terms such as "hundred" or "thousand" causing the announcement to be longer than necessary. This SCR will update the Lobby Monitor Audio (English and Spanish) to announce the numbers in the "Number Assigned" field using single digits at a time.

1.1   Current Design

The Lobby Monitor Call audio announces numbers using terms such as "hundred" or "thousand" causing the announcement to be longer than necessary.

1.2   Requests

Update the Lobby Monitor Audio (English and Spanish) to announce the "Numbers Assigned" field using a single digit at a time.

1.3   Overview of Recommendations

1.   Modify Lobby Monitor Call TTS service (ResponsiveVoice) to announce the "Number Assigned" field one digit at a time
    a.   Ex: Instead of audio announcing, "Now Serving M one hundred thirty at Window 5" the audio will say "Now Serving M one three zero at Window 5".
2.   Update Spanish translation to match.

1.4   Assumptions

1.   Existing functionalities will remain unchanged unless called out as part of this SCR.
2.   The "Location Number Field" and other fields will not be updated to announce the numbers individually.
3.   The Lobby Monitor Call TTS service (ResponsiveVoice) will only work consistently if the user is using Chrome as the web browser. Using other web browsers besides Chrome may lead issues, such as mispronunciations.

2   RECOMMENDATIONS

2.1   Reception Log List

2.1.1   Overview

This SCR will modify the Lobby Monitor Call TTS service (ResponsiveVoice) to announce the numbers in the "Number Assigned" field a single digit at a time instead of using terms such as "hundred" or "thousand". This change will affect the Reception Log List page on how the values placed in the "Number Assigned" field will be announced.

2.1.2   Reception Log List Mockup

Figure 2.1.1 – Reception Log List Current Functionality Reference page

2.1.3   Description of Changes

1. Modify Lobby Monitor Call TTS service (ResponsiveVoice) to announce the "Number Assigned" field one digit at a time.
   a. Ex: Instead of the audio announcing, "Now Serving M one hundred thirty at Window 5" the audio will say "Now Serving M one three zero at Window 5".

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2. Update Spanish translation to match.

Note: These changes will not be made directly on the Reception Log List page; however, the changes will affect this page on how the values placed in the "Number Assigned" field will be announced.

2.1.4 Page Location
- **Global:** CalSAWS Home Page
- **Local:** Quick Links
- **Task:** Reception Log

2.1.5 Page Mapping
N/A

2.1.6 Accessibility
The following Accessibility enhancements have been identified:
- Document should have one main landmark

2.1.7 Page Usage/Data Volume Impacts
N/A

3   REQUIREMENTS

3.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.1.1.1 CAR-349	The LRS shall be user-friendly, including in presentation, navigation, and other ease of use features.	Updating the announcements to be easier to understand and more efficient.