

CalSAWS | Agenda

Meeting: Lobby Management Committee
 Location: Microsoft Teams
 Date: January 23rd, 2025
 Time: 10:00 AM – 12:00 PM
 Attendees:

NAME		NAME		NAME	
<input checked="" type="checkbox"/>	R1 Francis Delgado	<input type="checkbox"/>	R4 Christina Mendoza Ruiz	<input checked="" type="checkbox"/>	RM Justin Stephenson
<input type="checkbox"/>	R1 Garrian Booker	<input checked="" type="checkbox"/>	R4 Doris Sons	<input checked="" type="checkbox"/>	RM Melissa Thomas
<input checked="" type="checkbox"/>	R1 Jennifer Servin	<input checked="" type="checkbox"/>	R4 Jessica Lannin	<input checked="" type="checkbox"/>	RM Yolanda Banuelos
<input checked="" type="checkbox"/>	R1 Judy Perez (Dee Guerrero)	<input checked="" type="checkbox"/>	R4 Russell Pehrson		
<input type="checkbox"/>	R1 Shawni Ramos	<input type="checkbox"/>	R4 Virginia Melgoza		
<input checked="" type="checkbox"/>	R2 Carlos Urbieto	<input type="checkbox"/>	R5 Cindy Aguirre		
<input type="checkbox"/>	R2 Ilda Torrez	<input checked="" type="checkbox"/>	R5 Ed Williams		
<input checked="" type="checkbox"/>	R2 Theresa Agarenzo (Lovena Decamp)	<input type="checkbox"/>	R5 Felix Sanchez		
<input checked="" type="checkbox"/>	R2 William Wren-Rodriguez	<input checked="" type="checkbox"/>	R5 Robin Gonzalez		
<input type="checkbox"/>	R2	<input checked="" type="checkbox"/>	R5 Rosa Vizcarra (Leticia Preciado)		
<input type="checkbox"/>	R3 Dayna Boggs	<input checked="" type="checkbox"/>	R6 Cristopher Estrada		
<input type="checkbox"/>	R3 Patty Strom	<input checked="" type="checkbox"/>	R6 Kelly Young		
<input type="checkbox"/>	R3	<input type="checkbox"/>	R6 Rachid Ameer		
<input type="checkbox"/>	R3	<input type="checkbox"/>	R6 Richard Luscombe		
<input type="checkbox"/>	R3	<input checked="" type="checkbox"/>	R6 Stephanie Hunter		

Time	Lead	Topic	Notes
10:00 AM (10 min)	Erick	Welcome Items <ul style="list-style-type: none"> Roll Call Meeting Notes – R4 (Due 01/30/25) 	
10:10 AM (10 min)	Erick	Vendor Transition <ul style="list-style-type: none"> Status Update 	-Vendor transition takes place February 1st – Processes for reporting issues will remain the same.
10:20 AM (70 min)	Erika	Lobby Management Modernization <ul style="list-style-type: none"> Design Review 	-Device configuration pages discussed -Device Flow pages discussed -WBR Scanning Mode discussed -Lobby Check-in discussed

Time	Lead	Topic	Notes
			-Add individual (Required fields: First Name, Last Name, & Visit Purpose)
			<p>Discussion Questions:</p> <ul style="list-style-type: none"> -After check-in is complete, there is an option to print receipt or close. Can the close button be disabled? Yes, but we cannot repurpose the button. -Correspondence case number is not found - is that going to cover the scan button? Clients will have to hit close first before trying to click scan. -Case Number page – worker ID associated + client going into different office can be a challenge.
11:30 AM (10 min)	Sowm Y ^a	Recent & Upcoming Changes	
		<u>Release 25.01</u>	
		<ul style="list-style-type: none"> ■ SCR CA-274996: Lobby Monitor Updates ■ SCR CA-274884: Shorten Lobby Monitor Call Announcement 	
		<u>Release 25.03</u>	
		<ul style="list-style-type: none"> ■ Defect CA-284361: Reception log appointment time clears after selecting worker ID in few scenarios ■ Defect CA-277957: kiosks generated ticket number, but the ticket number did not register onto the Reception Log. ■ *Defect CA-283538: Multiple Reception Log Entries for same ticket. 	
11:40 AM (20 min)	Sowm Y ^a	Meeting Closeout	
		<ul style="list-style-type: none"> ■ Action Item Review ■ Final Q&A ■ Next Meeting 2/20/25 	

Follow Up

#	Action Item	Who	Due
1	(CLOSED) TTS vendor - can the current or future solution be updated to work with Chrome and Edge to align with other CalSAWS components? <i>SCR CA-286820: Update Lobby Monitor TTS solution has been created for research and prioritization.</i>	Erick	1/23/25
2	(OPEN) Determine LOE to split Device Assignment into View and Edit Modes	Erika	1/23/25
3	(OPEN) Consider updated flow for selecting and changing printers to reduce redundancy		2/20/25
4	(OPEN) Check-in: Search by Name, consider requiring SSN or DOB to limit search results and/or including additional information in results such as programs	Erika	2/20/25
5	(OPEN) Research a solution to notify the non-program worker of the customer check-in		2/20/25

#	Decision Made	Who	Date