

**[CA-299903] Enhancement of the Reception Management Dashboard**

Created: 04/14/2026 12:05 PM - Updated: 04/14/2026 12:12 PM

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| <b>Status:</b>        | New     |
| <b>Project:</b>       | CalSAWS |
| <b>Component/s:</b>   | None    |
| <b>Fix Version/s:</b> | None    |

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|------------------|--------------|------------------|-------------------|
| <b>Type:</b>     | CER          | <b>Assignee:</b> | Sowmya Coppisetty |
| <b>Reporter:</b> | Caroline Bui |                  |                   |
| <b>Labels:</b>   | None         |                  |                   |

*Main*

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| <b>Region #:</b>                                  | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>County:</b>                                    | Los Angeles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Submitter's Name:</b>                          | Stephanie Hunter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Submitter's Phone:</b>                         | (562) 345-3221                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Request:</b>                                   | The Reception Management Dashboard is used to monitor the daily operations throughout Los Angeles. There are difficulties monitoring the performance of the offices because users must open multiple dashboard URLs. Additionally, the URLs do not have a clear header to identifying the office location, making it hard to associate data with the correct office.                                                                                                                                                                                                                                             |
| <b>Recommendation:</b>                            | <p>Modify the Reception Management Dashboard to include the following improvements:</p> <ul style="list-style-type: none"><li>• Clearly identify the office location in the dashboard header</li><li>• Enable search functionality for one or more offices (avoiding the need for multiple URLs)</li><li>• Provide the ability to view all the offices (essential for executive staff)</li><li>• Add a view by division option</li><li>• Improve data filtering capabilities (ex. thresholds do not have much value)</li><li>• Remove threshold data (where it is not applicable to a specific office)</li></ul> |
| <b>Priority/ Implementation Consideration(s):</b> | This request is important to the Executive team/Lobby Management in order to monitor the daily lobby operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

**Attachments**

CER Enhancement of the Reception Managment Dashboard.doc (79 kB)