Minutes of Meeting

Date and Time	11 June 2025 09:00 PST	**Meeting type**	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
● Rupesh ● Kuldeep ● Jaspreet ● Sangita ● Vishesh ● Kapil ● Amit
Attendees (Client Side)
● Tom, Teresa, Matt

Agenda
● **Discussions on the following:** ○ CHS CommandHub Admin Panel Overview ○ Usage-Based Billing Model Discussion ○ Project Estimation & Resource Allocation ○ Team Resource Visibility ○ AI Implementation Priorities ○ Cost & Infrastructure Requirements ○ POC and Requirement Finalization

The following things are discussed:

1. **CHS Admin Panel Overview:**
    a. **Modules & Features Overview:**
        i. Client Overview: Listing with client details (name, domain, subscription status).
        ii. Database Metrics: Tracks total users, reports, roles, and departments by client.
        iii. Usage Analytics: Request volume per day/week/month, user activity breakdown by roles.

iv. Billing & Subscription: View current plan, renewal date, payment status. Read-only mode for now.
v. Daily User Summary: Login stats, activity tracking, optional heat maps.
vi. Ability to onboard clients from the CHS Admin Panel in the future.
vii. Currently, client setup is handled manually via backend and Excel sheets by the Tersa team.
viii. Long-term goal: Allow client setup (overview, time zone, contact manager, SMTP, logo, etc.) directly via admin.
ix. Alerts & Warnings:
    1. Subscription expiry reminders.
    2. Storage usage alerts (e.g., when client exceeds assigned space).
    3. User limit breach notifications.
x. Help & Support: Client feedback and issue tracking system.
xi. Module Permissions: Admins can assign modules at the client level. Planned for future phases.

b. Clarifications Provided:

i. 24-hour sync explained: Data fetched daily (midnight or twice a day) from client DB and stored in CHS.
ii. Real-time data sync is intentionally avoided to reduce load and improve system performance.
iii. Historical data snapshots (7-day, monthly) are available; 24-hour window is for recent data.

2. Usage-Based Billing Model Discussion:

a. User Counting & Charging Logic:

i. Full price applies to Admin, Dispatch, and Account Manager roles.
ii. Charging options:
    1. Per user/month (flat rate).
    2. Per scheduled hours (e.g., 32–40 hours = 1 user).
    3. Combination of both based on client agreement.

b. Concerns & Recommendations:

i. Prevent clients from exploiting by activating/deactivating users to avoid charges.
ii. Proposed limit: User cannot be activated/deactivated more than *3 times per month* (system-enforced lock).
iii. Historical tracking of logins per user for monthly activity snapshot—used in earlier discussions.
iv. Option to lock the user after repeated activation attempts within a billing period.

3. Project Estimation & Resource Allocation

a. Phased Development Approach:

i. Milestone 1 & 2 planned.
ii. Breakdown of 250 total development hours:
    1. Backend Developer: 95 hours
    2. Frontend Developer: 85 hours
    3. QA/Testing: 50 hours

b. Timeline:

i. Total estimated time: 3 to 4 weeks

ii. Team: 1 backend developer, 1 frontend developer, 1 QA
iii. Final start date pending module finalization and priority review.

c. Billing & Subscription:

i. Users are billed if they use the system **more than 5 days per month**.
ii. Each user billed as one full user regardless of activation/deactivation if above usage threshold.
iii. Auto-invoicing required based on user count × plan rate.
iv. Plans may include a per-user-per-month model with automated billing logic.

d. Daily User Summary:

i. Track daily login stats.
ii. Compare concurrent vs. total users.
iii. Monitor usage trends per role (optional).

4. Team Resource Visibility:

a. Tom requested a live and up-to-date view of the team, including:
   i. Names
   ii. Roles
   iii. Current task assignments
b. **Purpose**: Better collaboration, task shifting if needed, and performance tracking (not micromanagement).
c. **Action**: Organizer will update and share the existing Excel sheet with resource mappings and responsibilities.

5. AI Implementation Priorities

a. Tom outlined the priorities for AI integration into CHS:
   i. **Report Analysis AI:** Automatically correct or suggest improvements for guard-submitted reports.
   ii. **Employee Help & Support**: AI-driven support system with workflow automation.
   iii. **Document Parsing AI**: Upload hand-written or digital forms (e.g., DARs, incident reports) and extract structured data.
b. Document formats may vary but must match existing CHS structure (DARs, incident reports, parking violations, etc.).
c. Forms may include unstructured content; AI must identify and organize key data points contextually.

6. Cost & Infrastructure Requirements

a. Kuldeep to prepare a detailed document covering:
   i. AI API usage charges (e.g., ChatGPT, Gemini).
   ii. Monthly cost estimates based on document volumes.
   iii. Required backend/server setup (existing vs AWS or external).
   iv. LLM integration strategy (Node + Python).
b. AI Developer to be onboarded:
   i. Temporary or Permanent depending on long-term AI module needs.
   ii. Will work on Python-based AI scripts.

7. POC and Requirement Finalization

a. Before AI implementation begins:
   i. **Requirement clarification** from Tom/Teresa is essential.
   ii. A **POC (Proof of Concept)** may be created post requirement finalization.
   iii. AI model selection (basic vs advanced) depends on expected output

accuracy.