

Minutes of Meeting

Date and Time	01 July 2025 09:00 PST	Meeting type	Zoom
Organiser	Mr. Rupesh	Client	Citywide

Attendees (Internal)

- Rupesh
- Kuldeep
- Jaspreet
- Jatin
- Sangita
- Vishesh
- Abhishek
- Ajay
- Kapil
- Gurpreet

Attendees (Client Side)

- Teresa, Randy, Matt

Agenda

- **Discussions on the following:**
 - Mobile App Feedback (Based on team testing)
 - Training Module Discussion

The following things are discussed:

1. Mobile App Feedback (Based on team testing):

a. App Download:

- i. iOS download via App Store is working fine.
- ii. Android app not available in Play Store; team had to download from CommandHub Solutions website.
 1. **Action:** Team to check why the Android app isn't publicly available.
- iii. **Action:** Team to check why the Android app isn't publicly available.

b. Inconsistent app name formatting: "CommandHub Solutions" varies between Android and iOS.

- i. **Action:** Correct name to "CommandHubSolutions" (one word,

capital C & H) across platforms.

c. Login & Role Switching:

- i. Some users must re-enter the company name on each login; Teresa to confirm details.
- ii. Currently, role switching is not available in the mobile app.
- iii. **Action:** Consider adding role switch functionality for users with dual roles (e.g., Patrol & Standing) in the future.

d. Vehicle Assignments:

- i. Access to vehicle reports via “three dots” is not intuitive.
 - 1. Considered a training issue, but UI improvements could be considered later.
- ii. The web version has a clearer vehicle inspection process.

e. Shift Ending Process:

- i. **Existing flow:** Must submit report before ending shift; user confusion about this.
- ii. New update in progress: Single "End Shift" button to simplify workflow.
- iii. Users currently have to navigate back in calendar to end previous shifts (e.g., from Monday if today is Tuesday).
- iv. **Action:** Change schedule view to reflect work week (Sunday–Saturday) instead of just current day + next 7 days.

f. Photo Upload Limit:

- i. Currently, users can only upload 5 photos at a time, though the system supports up to 50 per report.
 - 1. **Action:** Allow bulk upload (at least 20 images at once) if mobile limitations permit.

g. Predictive Text & Spell Check:

- i. Mobile apps don't support predictive text/autocorrect or spell check when typing reports.
- ii. **Action:** Development team to integrate keyboard-level text suggestions and spell check.

h. User Feedback & Testing:

i. User Experience:

- 1. Overall feedback from users was positive.
- 2. Geo scan functionality could not be fully tested due to network errors during photo uploads.
- 3. Errors appeared to be caused by attempts to upload more than five photos.

ii. Follow-up:

- 1. Teresa to inform the user of the upload limit and retest.

i. GPS Tracking and Reporting:

i. Current GPS Functionality:

- 1. Mobile app pings location frequently, leading to cluttered tracking visuals.
- 2. The web version is currently not logging idle locations unless

there's movement.

ii. Feature Requests:

1. Drop a pin when a user is stationary for more than 2 minutes.
2. Visualize movement with lines and drop pins at both activity points and idle stops.
3. Improve readability and accuracy of maps for client presentation.
4. Implement logic to reduce excessive data while still capturing useful insights.

iii. Client Expectation:

1. Ability to track both route and stop points of guards.
2. Report visuals should include:
 - a. Travel lines.
 - b. Activity-based pins.
 - c. Idle/stopped pins (after a minimum duration).
3. This mirrors a key selling feature from a competitor (Tractick).

iv. Discussion Points:

1. Data management concerns raised by Ditstek team regarding volume if all stops are logged.
2. Teresa clarified that only the *first* pin should be dropped for a stop, not recurring ones.
3. Team agreed that logic implementation would depend on actual business use case and need.

j. Geofencing Enhancements:

i. Current Implementation:

1. Basic geofencing exists for shift start and end.
2. No visual geofence boundaries currently on map interface.

ii. Requested Enhancements:

1. Ability to draw custom geofences on maps.
2. Show geofenced areas visibly alongside movement tracking.
3. Trigger notifications when a user exits a geofenced area.

iii. Action Items:

1. Teresa to submit a ticket detailing business needs and use case for custom geofencing.
2. Jaspreet and team to review implementation plan.

k. Data Reliability and Visualization Issues:

i. Concerns Raised:

1. Inconsistency in GPS tracking visualization between two reports run with the same time frames.
2. Limitations noted in how many data points Google Maps can render at a time (20 lat-longs).
3. Pagination is in place to navigate through larger data sets.

ii. Resolution/Next Steps:

1. Ditstek to explore alternative ways to render the GPS path and points to better reflect actual movement.

2. Ensure tracking includes both activity-based pins and travel lines, even with pagination limits.

2. Training Module Discussion

a. Training Module UI/UX Concerns (Randy)

- i. Issue: UI resets when refreshing the page; sidebar needs to be hidden repeatedly.
- ii. Request: Sidebar visibility setting should persist across page interactions.

b. Notification Banners

- i. Current functionality: “Read” button simply dismisses the banner but is misleading.
- ii. Feedback:
 1. Randy and Teresa found the term confusing — suggested changing the label from “Read” to “X” or “Dismiss.”
 2. Existing notification section already provides access to all alerts; banners are redundant.

c. Assessment Result Defaults

- i. Concern: Default tab in “Assessment Results” is set to **Pending**, which is not ideal.
- ii. Request: Default should be **Attempted**, as that represents tests needing review.

d. Test Result Categorization Logic

- i. **Fail**: If the score doesn’t meet the passing threshold (auto or manual grading).
- ii. **Attempted**: Only includes those with passing scores that await manual validation.
- iii. **Completed**: Only appears when the reviewer manually saves/approves the attempt.
- iv. Clarification: Paragraph-type answers require manual grading; objective-type are auto-evaluated.

e. Preventing Blank Test Submissions

- i. Issue: Users can currently submit tests with unanswered questions.
- ii. Requirement:
 1. Mandatory answer for every question before submission.
 2. Either enforce answer-per-question before the next question or require all answers before submission.
 3. Reason: Ensures knowledge validation; aligns with compliance requirements.

f. Browser Switching During Tests

- i. Problem: Switching browsers results in auto-submission with unanswered questions.
- ii. Resolution:
 1. Discussion on auto-failing users who switch browsers during tests.
 2. A flag or message should indicate browser switch or forced submission.
 3. Ideal solution: Combine mandatory answering + browser switch detection.

g. Test Updates & Version Control

- i. Query: Will test edits affect already-assigned users?
- ii. Clarification (Kuldeep & Jaspreet):
 - 1. **No**, updates apply **only** to users assigned after changes are published.
 - 2. Existing assignees retain the version initially assigned.
 - 3. Recommended enhancement: Add “**Updated At**” column for version visibility.
- h. Draft & Publish Functionality**
 - i. Additional toggle on course overview allows publishing directly from the listing page.
 - ii. Helps manage multiple draft courses without navigating into each course.
- i. Course Publishing and Access:**
 - i. When a course is unpublished, learners can no longer take the test.
 - ii. Issue observed: A test was still accessible beyond the 7-day completion window.
- j. Clarification of Status Definitions:**
 - i. **Pending:** Currently used to denote users who have been assigned the course but haven’t started the assessment.
 - 1. Randy suggested this label is **misleading** and should be changed to **Assigned**.
 - ii. **Attempted:** A more accurate label for users who have started but not completed an assessment.
 - iii. **Completed/Failed:** Determined after the test is submitted and graded.
 - iv. There is ambiguity regarding users who have only viewed modules but not started the test.
- k. Proposal for Status Reorganization:**
 - i. Rename **Pending** to **Assigned** for users who haven't started anything.
 - ii. Introduce a real **Pending** state to reflect users who viewed course content but haven't started the test.
 - iii. Maintain **Attempted**, **Completed**, and **Failed** for subsequent statuses.
- l. Course Progress Tracking:**
 - i. There is currently no clear visual cue indicating module progress or partial completion of assessments.
 - ii. Users may complete some modules but the status remains **Pending**, creating confusion.
- m. Assessment Structure:**
 - i. Courses may include **multiple assessments**.
 - ii. Completion status should reflect **overall course progress**, not individual assessments.
 - iii. A course is considered completed only when **all assessments are passed**.
 - iv. Failure in any one assessment results in a **failed course** and no certificate issuance.
- n. System Behavior Concerns:**
 - i. The current 7-day course access window is **informational only** and not enforced systemically.

- ii. There's a need to **automatically restrict access** after the deadline, rather than requiring manual unpublishing.
- o. Recommendations by Randy:**
 - i. **Change tab label** from “Assessment Result” to “Assessment Status” for clarity.
 - ii. **Default filter** should be set to **Attempted**, not Pending.
 - iii. Automatically restrict course access after the set deadline (e.g., 7 days).
 - iv. Simplify status terminology for better understanding among administrators and learners.
- p. Next Steps / Actions:**
 - i. **Kuldeep & Team** to:
 - 1. Update status naming as discussed.
 - 2. Review and restructure the tab logic to better reflect real-time learner progress.
 - 3. Implement logic to restrict access after course expiration.
 - 4. Adjust course completion rules to accommodate multiple assessments.
 - 5. Rename the "Assessment Result" tab to “Assessment Status”.
 - ii. **Randy** emphasized the importance of scalability for handling multiple large training cohorts without manual interventions.
- q. Course Auto-Expiration Mechanism**
 - i. **Issue:** Courses are not being deactivated/expired automatically after the set completion timeline (e.g., 7 days).
 - ii. **Clarification:**
 - 1. Agent-facing courses are removed from “My Courses” after the deadline, but admin-side visibility remains.
 - 2. There is no direct linking between course status (Draft/Published) and completion timeline.
 - iii. **Request:** Implement a system where:
 - 1. Each user’s deadline starts from their individual assignment date.
 - 2. A course should go into **Draft** mode or be **disabled** for a user after their specific timeline lapses.
 - 3. Add support for global course **expiration dates** (e.g., end of the month) beyond individual timelines.
- r. Suggested Implementation Features**
 - i. A new **"Course Expiration Date"** field to globally restrict availability.
 - ii. A backend **cron job** to expire courses for users who’ve crossed their allowed period.
 - iii. Maintain visibility for admins while restricting agent access post-expiry.
- s. Assignment Improvements**
 - i. **Bulk Assignments Issue:** Currently, roles must be assigned one by one (no “Select All” for roles like Standing, Patrol, Admin).
 - ii. **Request:** Ability to perform **bulk assignments by role** or **assign to all personnel** at once.
- t. Course Metadata Enhancements**

- i. **Lacking Info:** No fields showing “Completed Date” or “Updated At” for courses/tests.
- ii. **Request:**
 - 1. Add "Completed Date" to test history.
 - 2. Add "Updated At" for version control and visibility of changes.
- u. **Clarification on Copy Course Functionality**
 - i. **Current Behavior:** “Copy Course” duplicates a course **to another branch** without assigning users.
 - ii. **Confusion:** Users believed it was a **duplicate function** within the same branch.
 - iii. **Agreed Action:**
 - 1. Rename the current button to reflect “**Transfer to Branch**” or similar.
 - 2. Add a new “**Duplicate Course**” button to clone course within the same branch with a new reference ID.
- v. **Version Control**
 - i. **Problem:** Modifying a course doesn’t update reference numbers; all users share the same reference even if content changes.
 - ii. **Proposed Solution:**
 - 1. When duplicating, generate a new **reference number** for proper version control.
 - 2. Use this to distinguish between test versions taken by different users.

