Minutes of Meeting

Date and Time	24 September 2025 09:00 PST	Meeting type	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
• Rupesh • Kuldeep • Jaspreet • Vishesh • Ravinder • Akash • Rahul • Ajay • Gurpreet • Kapil • Pankaj
Attendees (Client Side)
• Tom, Teresa, Randy

Agenda

- **Discussions on the following:**
    - Major Concerns Raised
    - Demonstration – Additional Caller Functionality
    - Demonstration – Caller History Integration
    - Call Priorities – Configuration & Customization
    - Sound Notification Types & Settings
    - Report Screen UI Feedback
    - PTO & PSL (Paid Time Off & Paid Sick Leave) Settings
    - Pre-Flight & Shift Alignment Updates
    - Payroll Discussion Call Scheduling
    - Student Module for Training Discussion Confirmation
    - Payroll Reconciliation & Attendance Issues
    - Discussion Points

The following things are discussed:

1. **Major Concerns Raised:**
   a. **Issues Details:**
      i. **Issues Highlighted:**
         1. Payroll report not pulling hours correctly.
         2. Mobile app malfunction – required delete & reinstall to work.
         3. Analytics still not functional.
         4. Invoicing malfunction during demo – “Ask for a raise” button redirected incorrectly to Employee Help & Support.
         5. Repeated product reliability issues impacting demos and sales efforts.
      ii. **Impact:**
         1. Demo credibility was compromised, forcing the team to improvise in front of potential clients.
         2. Ongoing issues are hindering business growth and damaging trust.
   b. **Mobile App Issues:**
      i. **Root Cause Identified (Kuldeep):**
         1. Force update mechanism not applied consistently.
         2. Earlier builds allowed users to **cancel updates**, leading to outdated app versions.
         3. Release notes did not document the update behavior clearly.
      ii. **Client Experience (Randy & Teresa):**
         1. The update option often failed.
         2. Users are forced to uninstall and reinstall the app for it to work.
         3. Crash reports were submitted via iOS, but confirmation was requested whether they were received.
      iii. **Action Items:**
         1. From the next release, the app will **mandatorily enforce updates** until the latest version is installed.
         2. Detailed release notes to be shared for every change. *(Assigned: Jaspreet)*
         3. Kuldeep to pull **Clarity crash reports** and share with Teresa by tomorrow.
         4. Root Cause Analysis (RCA) to be prepared and shared.
   c. **Payroll Report Issues**
      i. **Problem:**
         1. Breaks and lunches not deducted correctly, causing inflated hours.
         2. Misalignment observed after integration with payroll module.
      ii. **Next Steps:**
         1. Dedicated meeting scheduled with Kuldeep & team to deep-dive into payroll logic.
         2. Align payroll logic with paid/unpaid breaks and lunch rules.
         3. Verify test cases cover all practical payroll scenarios.
   d. **Testing & Quality Assurance Concerns**

i. **Client Feedback (Tom & Randy):**
    1. Testing is insufficient; basic functional errors are being missed.
    2. Issues such as incorrect navigation and button misdirection should be caught pre-release.
    3. Delivering buggy builds during demos damages reputation.

ii. **Rupesh's Response:**
    1. Acknowledged gaps in testing and accepted responsibility.
    2. Future QA will simulate **real-world scenarios** (e.g., using fresh devices instead of developer test phones).
    3. Testing must be **practical and scenario-based** before builds are shared.

e. **Financial & Planning Concerns:**

i. **Randy's Concern:**
    1. How much more budget needs to be allocated for fixing recurring issues instead of delivering stable builds?
    2. Expressed concern over ongoing costs due to repeated rework and poor QA.

ii. **Response:**
    1. Confirmed intention is not to deliver buggy builds.
    2. Agreed on improving QA practices to minimize such failures.
    3. Commitment to deliver **stable, production-ready builds** moving forward.

2. **Demonstration – Additional Caller Functionality**

a. **Jaspreet** presented changes in the **call additional details** section:
    - i. A collapsible drawer was added under **call actions** for caller details.
    - ii. Ability to **add/edit caller information** introduced.

b. **Teresa** requested:
    - i. Caller details section should not require multiple clicks.
    - ii. Option to **add a caller button outside of the drawer** for quicker access.

c. **Discussion – Screen Usability & Collapsible Sections**

i. **Concern Raised:**
    1. Too many clicks for dispatchers to add a caller, update unit status, or add notes.
    2. Collapsing sections hinder visibility and efficiency.

ii. **Decisions Taken:**
    1. **Available Units** → collapsed by default, but must be fully visible when expanded.
    2. **Assigned Units** → always expanded and visible.
    3. **Caller Details** → collapsed list, but with **"Add Caller" button outside** (quick access).
    4. **Notes Section →**
        - a. Notes list can be collapsed.
        - b. **Add Note option always visible**, with input field, Save, and Cancel buttons outside.
        - c. Suggested keyboard shortcuts:
            - i. **F2 → Add Caller** (auto-expand and open input).

ii. **F3 → Add Note** (direct access to notes section).

iii. **Keyboard Navigation for Dispatchers**

1. **Tom & Teresa** emphasized the importance of **keyboard shortcuts**:
   a. Dispatchers should avoid mouse use during critical operations.
   b. Quick actions like assigning units, adding callers, or logging notes must be keyboard-friendly.
2. Agreement: Incorporate **function key shortcuts (F2, F3, etc.)** for faster workflow.

iv. **Notes Usage Clarification**

1. **Randy** inquired about the possibility of duplicate notes.
2. **Teresa** clarified:
   a. ~50% of messages are **auto-generated** (e.g., officer status updates).
   b. Manual notes are primarily used for **dispositions when closing a call**.
   c. Dispatchers won't usually duplicate notes since hot buttons auto-log officer actions.
3. **Future Compatibility:** Current notes setup should align with future police department workflows and **hot button integration**.

v. **Caller Addition Functionality**

1. **Process Flow:**
   a. On clicking **Add Caller**, a form appears.
   b. Fields: First Name, Last Name, Phone Number.
   c. Option: **"Same as Reporting Address" →** auto-fetches reporting person's address.
   d. Caller info can be **added, edited, or updated**.
2. **Decision:**
   a. Functionality is **approved as-is**.
   b. Only UI/UX adjustments (collapsible behavior, quick buttons) are required.

3. **Demonstration – Caller History Integration**
   a. **Client Query:** Caller history should display not only during call creation but also when entering phone numbers for additional callers.
   b. **Discussion:**
      i. Currently, caller history appears only in the call creation form.
      ii. Client requested that the same **history link/icon** be available in the **Additional Caller form** as well.
      iii. Suggestion: Make the history icon **smaller and positioned next to the phone number field** for easy access.
   c. **Decision:**
      i. Update UI so that **caller history is accessible wherever a phone number is entered**, not limited to call creation.
      ii. Adjust design to reduce box size and place clickable history link near the input field.
   d. **Highlighting:**

i. **Discussion Points:**
    1. Caller history listing now highlights based on call priorities (similar to call listing).
    2. Provides quick visual indication of previous call priority levels.

ii. **Feedback:**
    1. The CommandHub team and Randy confirmed this is a **useful feature** and should be retained.

4. **Call Priorities – Configuration & Customization**
    a. **Demo by Kuldeep:**
        i. Call priorities are now **managed under Company Settings** → HR Configuration → Call Priority Settings.
        ii. Default: 4 priorities (1 = Highest, 4 = Lowest).
        iii. Each priority has: **Name, Background Color, and Text Color.**
        iv. System will auto-apply colors to existing and new calls based on priority.
    b. **Client Feedback & Questions:**
        i. Can fewer than 4 priorities be configured? (e.g., only 3).
            1. Currently not possible; **future enhancement planned** to allow enabling/disabling priorities.
        ii. Option to use **white background (no priority)** – confirmed possible with text color customization.
        iii. Labels on call form (Hot, Medium, Low) should **visually match the color-coded list view boxes** for consistency.
        iv. Default colors should align with what was **previously shared on Trello**:
            1. Red = Hot (High), Orange = Medium, Yellow/Amber = Low, Green = Routine.
        v. **Additional Notes:**
            1. **Location-specific settings:** Changing configuration for one location should not overwrite others, unless multiple are explicitly selected.
            2. **Reset to Default:** Restores system-provided default color scheme.
            3. Future flexibility: Allow clients to add more priorities (e.g., 5–10) or disable some, depending on workflow needs.
            4. Display layout if more than 4 priorities: system will **wrap into multiple rows** (4 per row).
5. **Sound Notification Types & Settings**
    a. **Discussion Points:**
        i. CRUD operations available for notification sounds under Company Settings.
        ii. Supported file types: **.mp3, .wav, .aac**.
        iii. Default system sounds provided (cannot be edited/deleted).
        iv. Custom sounds can be uploaded, named, saved, and assigned to notification types.
        v. Initial notification types:
            1. Assigned Call
            2. Report Reject

vi. Future plan: All notification types will be configurable under this module.
vii. Priority-based notifications were highlighted as pending (different sounds for high vs. low priority calls).

b. **Demonstration:**
   i. Teresa was given credentials to test notification sounds.
   ii. Notification sound was successfully played (perceived as loud/attention-grabbing).
   iii. Concerns raised:
      1. Guards may find the sound intrusive in public/property areas.
      2. Need an option to **silence a notification mid-play** (similar to pressing the side button on iPhone to mute ringtone).
      3. Clarification: Muting the entire phone works, but the requirement is to **silence only that instance** of notification.
      4. Kuldeep confirmed feasibility of stopping sound when user interacts with the notification.
   iv. Decisions / Next Steps:
      1. Limit uploaded sound duration to **max 10 seconds**.
      2. Explore implementation of **"tap to silence"** feature for notifications.
      3. Ensure default and custom sound configuration remains flexible.

6. **Report Screen UI Feedback**
   a. **Observation by Teresa:**
      i. Initial "All Reports" view is clear and readable.
      ii. Upon refresh/update, view changes to a smaller, cramped format making text hard to read.
      iii. Sorting functionality on column headers was removed.
   b. **Feedback:**
      i. Preference to **retain the wider, clearer layout** (screenshot shared as reference).
      ii. Sorting/filtering options should remain accessible.
   c. **Action Items:**
      i. Kuldeep and Jaspreet to review design changes and **restore readability and functionality** of reports screen.
7. **PTO & PSL (Paid Time Off & Paid Sick Leave) Settings**
   a. **Discussion Points:**
      i. PTO/PSL accrual based on **hours worked** (e.g., 1 hour PTO per 10 worked).
      ii. Clarification needed whether settings should be **company-wide or department-specific**.
      iii. Final agreement:
         1. Settings should be **branch-specific and department-specific** for flexibility.
         2. Different departments/branches may have different PTO/PSL accrual rules.
         3. Example: Different states (Arizona, California, Nevada, etc.) have varying legal requirements.
   b. **Usage Rules:**

i. **PTO:**
    1. Can be used for vacations, replacing work hours, or cashed out.
    2. Leave requests will show PTO option only if the employee belongs to a PTO-eligible department.

ii. **PSL:**
    1. Only replaces missed hours when sick (cannot be cashed out).
    2. PSL requests will not appear in the leave request module; instead, marked in ERM as call-outs.

c. **Restrictions & Caps:**
    i. PTO usage capped annually (configurable in company settings).
    ii. PSL usage tied strictly to missed shifts/hours.
    iii. No mid-period restrictions discussed (continuous usage allowed until cap is reached).
    iv. Admin will be notified once caps are reached.

d. **System Handling:**
    i. PTO requests shown under “My Leave Requests” for eligible departments.
    ii. PSL not shown as request option; only reflected as call-out records in employee profile.
    iii. Option for future: Allow “call-out” requests via schedule → PSL assignment, but requires strict admin monitoring.

8. **Pre-Flight & Shift Alignment Updates**
    a. **Previous Issue:**
        i. Officers could be logged in with/without shifts, causing discrepancies in pre-flights and hit counts.
    b. **New Implementation:**
        i. **Shifts are now mandatory**: Officers can only log in if aligned to a shift.
        ii. Pre-flights are created automatically when shift starts.
        iii. Attendance clock-in and shift start time are now synced (one timestamp).
    c. **Dispatcher Handling:**
        i. If an officer cannot log in themselves (e.g., connectivity/phone issue), dispatchers can log them in via status tab.
        ii. This action will:
            1. Align officer to shift.
            2. Auto-start their shift.
            3. Create pre-flights.
            4. Log attendance timestamp simultaneously.
    d. **Outcome:**
        i. Eliminates duplication and ensures attendance, shifts, and pre-flights are consistently aligned.

9. **Payroll Discussion Call Scheduling**
    a. **Point Raised:**
        i. Jaspreet asked whether the payroll discussion call scheduled for **2nd October** should be moved to **30th September (Tuesday)**.
    b. **Discussion:**
        i. Teresa mentioned it could either be an additional meeting that week

    or a replacement for one of the existing calls.
    ii. Kuldeep suggested to finalize after internal discussion and share confirmation with Teresa tomorrow.

10. **Student Module for Training Discussion Confirmation**
    a. **Point Raised:**
        i. Jaspreet suggested discussing the **Student Module** in tomorrow's meeting as it is part of the upcoming sprint.
    b. **Discussion:**
        i. Teresa confirmed Randy's availability.
        ii. Randy clarified he has an **Active Shooter Training class** on Thursday and Friday, so he won't be able to attend tomorrow's meeting.
    c. **Decision/Action Items:**
        i. Tomorrow's meeting will instead focus on **Admin Phase 2 implementation** and **KPA integration discussions**.
        ii. Student Module discussion to be rescheduled for when Randy is available.

11. **Payroll Reconciliation & Attendance Issues**
    a. **Payroll Discussion**
        i. **Concern:** Payroll cycle ends on the **30th**, requiring reconciliation from **16th–30th**.
        ii. **Process today:** Attendance logs must be reviewed to check missing clock-ins/outs and breaks.
        iii. **Issue:** Corrections are currently manual and time-consuming.
    b. **Mass Update Requirement**
        i. Kuldeep requested **bulk (mass) updates** for:
            1. Check-in
            2. Check-out
            3. Breaks
        ii. Teresa agreed this is necessary to reduce manual work.
        iii. **Clarification:** Mass update for **check-in/out** will be included in the upcoming **Monday build**.
        iv. **Break adjustments:** Hotfix to allow manual break entry/update (even if user forgot to log or app didn't capture it) to be delivered by **tomorrow**.
    c. **Break Handling & Actual Hours**
        i. Current challenge:
            1. "Break duration" vs. "Actual hours taken" is confusing.
            2. Need visibility of paid vs. unpaid breaks.
        ii. Resolution:
            1. A new **"Actual Hours" column** added in staging to differentiate scheduled vs. actual break hours.
            2. Admins should be able to manually type break times (not only dropdown) for flexibility.
            3. Date field retained for handling **overnight (midnight) breaks**.
        iii. Agreement:
            1. Focus should be on **unpaid breaks** for payroll calculation.
            2. Reports should **separately display paid and unpaid breaks**

to avoid confusion for accounting.

12. **Discussion Points**
    a. **Clarification on Reported Issues**
        i. Rupesh raised a concern that if payroll and invoicing features are functioning as expected, why issues (raised earlier by Tom and Teresa) still persist.
        ii. Clarification was requested to understand whether the problems are **system-related, training-related, or usability-related**.
    b. **Invoicing Module Status**
        i. **Teresa** clarified:
            1. Invoicing cannot be fully tested yet since **rate implementations are pending**.
            2. The first spreadsheet provided for rates was complex; a simplified version will be sent.
            3. Until rates are configured, proper invoicing validation is not possible.
    c. **Payroll Module Concerns**
        i. Teresa reported mismatches in payroll reports:
            1. Hours displayed in the new system did not align with expected values.
            2. Team had to revert to the old system to ensure terminated employees' hours were correct.
            3. Key issue: **Breaks and lunches** were not properly accounted for, especially unpaid breaks when officers failed to clock in/out.
            4. No way to manually update missing/unrecorded breaks in the system.
    d. **Root Cause & Responsibility**
        i. **Rupesh emphasized:**
            1. If issues are due to **functional defects**, the team accepts responsibility.
            2. If issues arise from **understanding gaps or training**, it must be addressed differently (e.g., training, documentation).
        ii. **Teresa highlighted:**
            1. Often issues appear only in **real-world usage**, despite features working as per original requirements.
            2. Clear communication of potential system behavior (e.g., what happens if a button is not clicked) would help prevent misunderstandings.
        iii. **Agreement on Training & Communication**
            1. Both parties acknowledged that:
                a. Some issues stem from **training gaps**.
                b. Some arise from **real functional limitations** that need fixes.
            2. Need for **detailed demo sessions and clarifications** to align expectations.
        iv. **Immediate Action Items on Payroll**
            1. Two urgent fixes identified for payroll/attendance module:
                a. **Ability to update breaks manually** (even if missed

or incorrectly logged).

b. **Mass update functionality** for check-in/check-out.

2. Kuldeep confirmed these two changes will be updated by **tomorrow** to allow Teresa to reconcile payroll reports correctly.