

CUSTOMER SERVICE SERVICE REQUEST QUEUE : MANAGING DRAFTS

Provides guidance for managing drafts in the Service Request queue in Facilities Connect. Can delete ALL drafts created in the Contact Center.

V GETTING STARTED

This guide begins on the Requests tab. For more information on access and navigation, refer to the Access and Home Screen job aid.

DIRECTIONS:

- To access the Service Request queue:
- 1

Click on the Manage Request drop down menu.

Northwestern FACILIT	IES CON	NECT								Compar	ny Project 🔎
Home Requests Projects Tasks	Maintena	nce Inver	itory	Portfolio							
nome - Requests								🗗 Open In New V	Vindow 🕇	Add to Bookmarks	My Bookmarks
Request Central		- Reminder	s - Reques	t Central							
Facilities Request facility repair	•	5 - Action 750 - Noti 0 - My Pen	Items 🗃 fications 🖪 iding Surve	iys 👩							
🔬 Alarm Response		+ My Active	Requests								
♂% Bike ✓ Electrical & Lighting		My Comple	eted Reque	sts							
🔝 Elevator 🕞 Estimate		My Reque	st History								
Event Support		All Service	e Requests								
Furniture & Appliances		Request ID	Work Task ID	Request Status	Request Type	Request Classification	Service Class	Location Requested	Description	Requested By Ema	al .
😈 Health & Safety		SR- 1034716	WT-	Issued	Service	Hang/Remove	Furniture &	\Locations\Evanston	Test	bethany.tacoma@n	orthwestern.edu

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Upon clicking, you will see a table of the Service Request Categories:

Under the Other section, locate and click on the Service Request option.

Northwestern FA	CILITIES CONN	ECT								Company	/ Project 🔎
Home Requests Projects	Tasks Maintenand	e Inver	tory	Portfolio							
Manage Requests 👻 Contact Center											
Facilities	Facilities (continued)							📑 Open In New V	/indow 📩	Add to Bookmarks	My Bookmarks
Alarm Response	Plumbing & Leaks		. Request	Central							
Bike	PM Corrective Mainter	nance	s - Request	Central							
Electrical & Lighting	Risk/Facilities		ltems 🔂								
Elevator	Temperature		ding Surve	1 VE (5)							
Estimate	University Vehicle Mai	ntenance	ung surve	ys 🖬							
Event Support	Vandalism		Permests								
Exterior Services / Grounds	Other										
Furniture & Appliances	Sonvice Pegu	lost	ted Reque	sts							
General Repairs & Maintenande	Service Requ	iest.									-
Health & Safety			schistory								
House Keeping			Requests								
Pest & Animal Control											
General Repairs & Maintenance			Work Task ID	Request Status	Request Type	Request Classification	Service Class	Location Requested	Description	Requested By Ema	il
Health & Safety		SR.	WT-	Issued	Service	Hang/Remove	Euroiture 8	\l ocations\Evanston	Test	bethany tacoma@n	orthwestern edu
Housekeeping		1034716	1079739	133400	Request	TV	Appliances	Campus\1800	1026	sectary, decomagne	
Key/Lock/Access		60	11/7	lanuard.	Dials (Facilities	NUDD	Dials (Facilitation	Sherman\U2\00203	1-+ 61 +-	shefeli estelmenth	
🕥 Pest & Animal Control		5K- 1034715	1077073	issued	RISK/FRCILITIES	Request	RISK/Facilities	Campus/Wieboldt	hot.	snerau-patel@nortr	iwestern.edu



CUSTOMER SERVICE SERVICE REQUEST QUEUE : MANAGING DRAFTS

DIRECTIONS:

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Upon clicking, the Service Request queue will open. To locate all requests in the Draft status :

Click on the Related Reports drop down menu to select the Draft option.

]	No	rthv	vester	n FACILITI	IES CON	INECT			Company	Project 🄎
		Home	Requests	Projects Tasks	Mainten	ance Inventory Portfolio				
	Mana	ge Reque	sts 👻 Conta	ct Center 👻						
L	Hom	e > Reques	ts > Manage Requ	Jests > Other > Serv	rice Reques	t	🗗 Open	In New Window 🛛 🙀 Add to Bool	kmarks 📕	My Bookmarks
										🕒 Popup View 🔹
	6								Ado	i Delete
	R	/por _C	Select-							
Ш	• [1 5	elect-			<u>ers</u>				Show: 50 ~
Ш	<u> </u>	Req 2	ervice Reque	est - Completed			Requested For	Location Requested For	Status	Revision
		Con	rvice Reque	est - Draft			Contains	Contains	Contains	Equals
		7 Se	rvice Reque	est - Issued		someone replace the lighting in the following classrooms a $\otimes \otimes$ 1st floor Luriea \otimes . torium - room 1-132 a $\otimes \otimes$ all aisle lights / 7 wall washers Baldwin auditorium a $\otimes \otimes$				
Ш		1003 Se	rvice Reque	est - Retired		a� 3 aisle lights / 3 wall washers Thank you for your attention to this matter. ley / AV Systems Eng. Assoc. Media and Technology Innovation Northwestern	<u>Buchanan, Kimberly</u>	\Locations\Chicago Campus\Lurie Resear	<u>Completed</u>	Q
		Se	rvice Reque	est - Review In P	Progress	Technology Northwestern University mylowe@northwestern.edu Office: 312-503-4698 ter : -				
		CC- 1003 - Se	rvice Reque	est - Revision In	Progress	VATOR GARAGE PIT : PLEASE BRING KEYS TO JONATHAN AT SUITE 1500 FRONT DOOR TO Contact Center : -	Buchanan,Kimberly J	\Locations\Evanston Campus\1201 Davis	Completed	0
Ш	_	cc. Se	ervice Reque	est - Routing In P	Progress		E and all and all	\Locations\Evanston	Constant	
Ш	0	1003 Se	rvice Reque	est - Upload Erro	or	UO HOT, LOWER TO 70 DEGREES Contact Center : ERIKA CISNEROS - 847-491-8300	<u>Lvans, Aleata M</u>	Hub\05\05101	Completed	Q
		<u>CC-</u> 1003548	<u>03/09/2020</u> 09:49:13	Hang Dispenser	wall. If some so much, AJ University A	pap dispenser in the womenâ∲∲s bathroom in The Graduate School has fallen off the sone would kindly replace it at their earliest convenience, that would be great! Thanks AJ Delaire (she/her/hers) Program Asistiant 2. The Graduate School Northwestern JDelaire@northwestern.edu 847.491.5279 Contact Center : -	<u>Nelson,Patrick</u> <u>Vernon</u>	\Locations\Evanston Campus\Rebecca Crown Center\01\01502	<u>Completed</u>	Q
		<u>CC-</u> 1003550	03/09/2020	Broken Lock	Hi, I am writ F279) is lock space throug Stark Progr	ting about Tech. 2nd floor, F wing. One of the two doors leading to the atrium (near ied. Can someone please come out to unlock it? There is still adequate access to the gh the other door, so this is not an urgent locked-door request. Thank you, Robin Robin and Assistant (che/ber/hers) Department of Farth and Planetary Sciences Environments	<u>Nelson,Patrick</u>	\Locations\Evanston Campus\Technological Instit\02\-	Completed	Q

▼ INFORMATION

When accessing the Service Request queue, please note that the queue contains ALL Service Request (CCs) <u>created only through the</u> <u>Contact Center</u>. Therefore, a single Customer Service representative has access to all Service Requests (CCs), regardless of which Customer Service Agent created it.



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Once you have filtered the Service Request queue:

Click the check box next to the draft you want to delete.

	Home	Requests	Projects Tasks	Maintenance Inventory Portfolio				
Mana	ige Request	s 👻 Contac	t Center 👻					
Hom	ie > Requests	> Manage Requ	ests > Other > Service	e Request	🗗 Open In New W	indow 🛛 🙀 Add to Book	marks	My Bookmark
								🕒 Popup View
							A	ld Delete
Related	Reports -S	elect-	▼ Ser	vice Requests				
	1 /7 S	Export 3311	otal found <u>Apply Filters</u>	Clear Filters	Paguastad Far	Location Requested For	Status	Show: 50
0	Request ID	Date/Time	Request classification	bescription	Requested For	Education Requested For	Status	Revision
	Contains	Contains	Contains	Contains	Contains	Contains	draft	Equals
	<u>CC-</u> 1003782	03/10/2020 08:53:41	Housekeeping Other	NEED SOAP DISPENSERS REFILLED 01 unisex office of fellowship Contact Center : -	<u>Evans, Aleata M</u>	\Locations\Evanston Campus\1940 Sheridan\01\00105	Draft	9
	<u>CC-</u> 1003783	03/10/2020 08:54:33		need two signs installed in Abbott Hall parking lot for reserved parking Contact Center : -	Lenoir, Anthony Lamar Evans	\Locations\Chicago Campus\Abbott Hall	Draft	G
2	<u>CC-</u> 1003835	03/10/2020 10:33:49	Other HVAC Service	VAV SYSTEM NOT RESPONDING Contact Center : - 491-4240	<u>Evans, Aleata M</u>	\Locations\Evanston Campus\Allen Center	Draft	Q
	<u>CC-</u> 1003844	03/10/2020 10:56:42	Other HVAC Service	REPLACE THERMOSTAT, GUEST ROOM . MUST SEE FRONT DESK FIRST BEFORE SERVICING. Contact Center : -	Evans, Aleata M	\Locations\Evanston Campus\Allen Center\04\00417	Draft	C
	<u>CC-</u> 1003854	03/10/2020 11:23:53	Lights	3 OF 4 LIGHTS OUT LURIE 10212 TO 355/872 AT 11:21 Contact Center : -	Buchanan,Kimberly	\Locations\Chicago Campus\Lurie Resear	Draft	<u>c</u>
	<u>CC-</u> 1003856	03/10/2020 11:24:19	Toilet	urinal non stop flushing, starting to leak, mens restroom Contact Center ; Vladimir Gelfand - 312-503- 0530	Zier,Kathleen Lynn	\Locations\Chicago Campus\Ward Building\11\11175	Draft	C
	<u>CC-</u>	03/10/2020	Key/Lock/Access	REPAIR LOCK TO NORTHWEST ELEC CLOSET ON 345 E SUP 4FL Contact Center : -	Buchanan, Kimberly	\Locations\Chicago Campus\345 East	Draft	ç



CUSTOMER SERVICE SERVICE REQUEST QUEUE : MANAGING DRAFTS

DIRECTIONS:



Upon selecting your draft(s):

Click the **Delete** button.

N	lort	hw	esteri	n FACILITIE	S CONNECT			Company	Project	
	Hon	ne I	Requests	Projects Tasks	Maintenance Inventory Portfolio					
N	Aanage R	equest	s 👻 Conta	ct Center 👻						
	Home > I	Requests	> Manage Requ	uests > Other > Service	e Request	🗗 Open In New W	'indow 🛛 🙀 Add to Book	maske	My Bookm	arks
Re	elated Repo	rts -Se	elect-	V Ser	vice Requests			5	dd Dele	te
	1] / 7 📢	Export 331	total found Apply Filters	Clear Filters	Description of Fee	Leastles Benerated Fre	Charles	Show: 50	1 ~
ι	! Keq	uest ID	Date/Time	Request Classification	Description	Requested For	Location Requested For	status	Revision	
	Con	tains	Contains	Contains	Contains	Contains	Contains	draft	Equals	-
(<u>CC-</u> 1003	1782	03/10/2020 08:53:41	Housekeeping Other	NEED SOAP DISPENSERS REFILLED 01 unisex office of fellowship Contact Center : -	Evans, Aleata M	\Locations\Evanston Campus\1940 Sheridan\01\00105	Draft		Q
	CC- 1003	783	03/10/2020 08:54:33		need two signs installed in Abbott Hall parking lot for reserved parking Contact Center : -	Lenoir,Anthony Lamar Evans	\Locations\Chicago Campus\Abbott Hall	Draft		Q
0	CC- 1003	835	03/10/2020 10:33:49	Other HVAC Service	VAV SYSTEM NOT RESPONDING Contact Center : - 491-4240	Evans, Aleata M	\Locations\Evanston Campus\Allen Center	Draft		Q
(<u>CC-</u> 1003	1844	03/10/2020 10:56:42	Other HVAC Service	REPLACE THERMOSTAT, GUEST ROOM MUST SEE FRONT DESK FIRST BEFORE SERVICING. Contact Center : -	Evans, Aleata M	\Locations\Evanston Campus\Allen Center\04\00417	Draft		Q
(CC- 1003	1854	03/10/2020 11:23:53	Lights	3 OF 4 LIGHTS OUT LURIE 10212 TO 355/872 AT 11:21 Contact Center : -	<u>Buchanan,Kimberly</u> J	\Locations\Chicago Campus\Lurie Resear	Draft		Q
(<u>CC-</u> 1003	856	03/10/2020 11:24:19	Toilet	urinal non stop flushing, starting to leak, mens restroom Contact Center : Vladimir Gelfand - 312-503- 0530	Zier,Kathleen Lynn	\Locations\Chicago Campus\Ward Building\11\1175	Draft		Q
(CC- 1003	859	03/10/2020 11:30:10	Key/Lock/Access	REPAIR LOCK TO NORTHWEST ELEC CLOSET ON 345 E SUP 4FL Contact Center : -	Buchanan, Kimberly	\Locations\Chicago Campus\345 East	Draft		Q

▼ IMPORTANT

Deleting a Draft is NOT a recoverable action. There is no way to restore the Draft after a representative deletes it.

The Draft will no longer appear in the Service Request queue.

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▼ IMPORTANT

If a representative accidentally selects a Service Request that is in the **Issued** or **Completed** status, that SR/CC will be moved to the Retired status and will NOT be permanently deleted. They can then Unretire the SR/CC if necessary.

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