

CUSTOMER SERVICE

CONTACT CENTER: CALL LOG

Provides guidance for locating FC Contact Center Communication Records through the Call Log report.

▼ GETTING STARTED

The Call Log is located in the Contact Center section of the **Requests** screen. For more information on navigating to the Requests screen, please refer to the **Customer Service: Requests Screen** job aid.

▼ INFORMATION

The **Call Log** is where all **Communication Records** are housed. A Communication Record is logged into Facilities Connect Contact Center anytime Customer Service initiates an interaction with a Requester – whether by phone, through email, or via walk-up.

DIRECTIONS:

1a



To access the Call Log, click on the Requests section. Locate the sub-section menu option for Contact Center.

Click on the dropdown arrow immediately to the right of the Contact Center option.



1b Next, click on Call Log.

■ Northwestern FACILITIES CONNECT						
<u>ن</u>	Home	Home	My Bookmarks			
٢	Manage Requests	Request Central Request Central Select the type of request you would like to make 3 - Action Items S 1932 - Notifications S				
	Call Log	Facilities 0 - My Pending Surveys II Bequest facility repair Image: Alarm Response Image: Alarm Response Image: My Active Requests				
	Dispatch Tasks Follow-Up Tasks	Bike Image: Weighting Image: Provide a contract of the second s				
ð D	Projects Tasks	II Elevator My Request History Image: Stimate Image: Stimate Image: Stimate Image: Stimate Image: Stimate Image: Stimate				
е В П	Maintenance × Inventory Portfolio	Sectorior Services/Grounds Request Work Request Request Request Request Type Classification Service Class	Location Request \Locations\Evansto Campus\2020 Ridge\04\00415			
		Housekeeping				



CUSTOMER SERVICE CONTACT CENTER: CALL LOG

DIRECTIONS:

3

- Upon clicking, you will be taken to the Call Log; a searchable repository of FC Contact Center Communication Records.
- 3a To search for specific **Communication Records**, use the search fields located within the column headers.
- 3b Once you have located the desired **Communication Record**, click anywhere on the record line to open and view details.



Upon clicking, the details of the Communication Record will be visible.

Communication Record: Communication Record-COM-100	0247					8	Print (🕖 Hel
								×
(Required): The Contact details and his Problem details an	re recorded in this GUI.							
- General		General						
D COM-1000247 Direction Inbound • Beautiful Br. Jon-5989 Beautiful Br. Jon-5989 Baser Time Resolved During Call <u>A deent times</u> Buchanan, Kimberty J Beautiful Call Davis Contact Name	Status Active Communication Type Phone Call End Time 03/09/2020 09:08:55 Cattact Phone	General Location Name 1201 Davis Address 1201 Davis St. Problem Location/SFvanston Prore Cry: Evanston Sate/Province IL Country USA	Campus\1201 Davis Ze/Pee	tal Code 60201				-
Request Classification Elevator Repair Service Class Elevator Problem Description KEYS IN ELEVATOR GARAGE PIT ; PI TO OTE AT 9:05	LEASE BRING KEYS TO JONATHAN AT SUITE 1500 FRONT DOOR							-
Rating 2 Respond Date: 03/09/2020 11:02:21 Request Note Requests Solution Follow Up Comments Reserve	ators	Fe	Due Date 03/09/2020 17:02:21 Now-Up Date 03/10/2020 21:02:21					
 Requests 								
				Apply Filters	Clear Filters	G 1	7 7	5
! Request ID	Request Classification		Description					I.
CC-1003537	Elevator Repair		KEYS IN ELEVATOR GAI	RAGE PIT ; PLEASE BRI	NG KEYS TO JONA	THAN AT :	SUITE : :	A.
Items per page: 10 v 1 · 1 of 1 items					of 1 pa	iges		

TIP & TRICKS

When looking at the Communication Record, you can find information such as: Requested For/By (i.e. Requestor NetIDs)

- Customer Service Agent Name (i.e. Agent who recorded the interaction)
- Problem Details Reported
- Location Details Reported
- Resulting and/or Related Service Requests