

CUSTOMER SERVICE

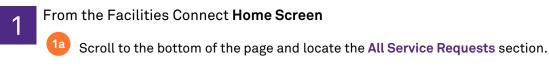
SEARCH ALL SERVICE REQUESTS

Provides guidance to Customer Service in locating and searching all Service Requests in Facilities Connect Desktop.

▼ INFORMATION

The reverse side of this job aid demos the best practice sorting and searching features for locating and searching **All Service Requests**. It is recommended to follow these steps for more consistent results.

DIRECTIONS:



1b Click the Maximize button.

Home											My Bookmarks	•	
Request Ce	entral		• Reminders	s - Request	Central								
Select the typ	pe of request you would like to mai	ke									_		
	ilities uest facility repair	-	My Active My Comple	-	ts								
ઝ Bike	m Response e strical & Lighting		🖃 All Ser	vice Re	quests						16		
Elev			Request		Request	Request	Request				-		
	mate	1a	ID	Task ID	Status	Туре	Classification	Location Reques	ted Description	Re	equested By Email		Requested By Looku
	nt Support erior Services/Grounds					Service Request	Appliances (Lab)	\Locations\Evanst Campus\Cresap La			trackman@northwes	tern.edu	Trackman,Scott C
∯ Furr	niture & Appliances Ieral Repairs & Maintenance		SR- 1000838	WT- 1028691	Issued	Alarm Response	Fire Alarm	\Locations\Evanst Campus\Ryan Cen	on test		thony.ndungu@nort	hwestern.edu	Ndungu, Anthony
😈 Hea	ierat repairs & maintenance lth & Safety isekeeping		SR- 1000837	WT- 1028690	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanst Campus\2020 Ridge\04\00404	on Hanging chad . please fix				GeneralRequestor, Tr
Pest	/Lock/Access t & Animal Control		SR- 1000836	WT- 1028689	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanst Campus\Swift Hall/Annex	on This time I'll at the photo	tach s-1	trackman@northwes	tern.edu	cstGeneralRequestor
	mbing & Leaks		1100039	1200245	compresso	Man Puerrerea	Other/Exception	TALEN.	Campus\1201 Davis	test	occurry/cacom		
A Risk	Corrective Maintenance <td></td> <td>SR- 1100038</td> <td>WT- 1200244</td> <td>Completed</td> <td>Key Request</td> <td>Room Lockout</td> <td>Key/Lock/Access</td> <td>\Locations\Evanston Campus\2020 Ridge</td> <td>test job cost process</td> <td>bethany.tacom</td> <td></td> <td></td>		SR- 1100038	WT- 1200244	Completed	Key Request	Room Lockout	Key/Lock/Access	\Locations\Evanston Campus\2020 Ridge	test job cost process	bethany.tacom		
୍ଲି Univ	nperature versity Vehicle Maintenance dalism		SR- 1100037	WT- 1200246	Issued	Heating & AC	Room Too Cold	Temperature	\Locations\Evanston Campus\1800 Sherman	Testing accounting hold for jo cost			
			SR- 1100036	WT- 1200243	Issued	Electrical & Lighting	Doorbell	Electrical & Lighting	\Locations\Evanston Campus\1800 Sherman\01\01300G	Doorbell not workin - SUPPORT CENTER TEST			
			SR- 1100035	WT- 1200242	Issued	General Repairs Maintenance	Ceiling Tile	General Repairs & Maintenance	\Locations\Chicago Campus\Ward Building\08\08145	replace til	e		
			SR- 1100034	WT- 1200227	Completed	Estimate Request	Estimate Request	Estimate	\Locations\Evanston Campus\Technological	new office window in		•	

CUSTOMER SERVICE SEARCH ALL SERVICE REQUESTS

DIRECTIONS:



From the maximized All Service Requests section:

2a Utilize the sorting and search features to locate a Service Request.

≡ No	orthwestern FACI	LITIES CONNECT				i 8
۵	Home					My Bookmarks
Ľ	All Service Request	s				₽ ◄
ð					Apply Filters 🛛 Clear Filters 😜	≈ ☆ ↓
D	Request ID	Work Task ID	Request Status	Request Type	Request Classification	on
2a ®	Contains	Contains	Contains	Contains	Contains	
ð	CC-1100041	WT-1200251	Issued	Service Request	Power	Ele
	SR-1100040		Review In Progress	Furniture Appliances	Hang Bulletin/White Board	Fur
	SR-1100039	WT-1200245	Completed	Risk/Facilities	Carpenter - Other/Exception	Ris
	SR-1100038	WT-1200244	Completed	Key Request	Room Lockout	Kej
	SR-1100037	WT-1200246	Issued	Heating & AC	Room Too Cold	Ter



2b Click on any column header label to toggle sort order (ascending and descending).

Request 1 Work Task ID ^ Request Type Request Classification C <thc< th=""> C C</thc<>		Home					📕 Му	Bookmar
Request I us Request Type Request Classification Service Contains Contains Contains Contains Contains CC-1100041 WT 1200000 Service Request Power Ele SR-1100049 WT-1027523 Risk/Facilities Carpenter - Other/Exception Risk SR-1100037 WT-1027524 Key Request Room Lockout Key		All Service Requests	3					₽ ◄
Contains Contains Contains CC-1100041 WT 1200000 Service Request Power Ele SR-1100040 WT-1027523 Risk/Facilities Carpenter - Other/Exception Risk SR-1100038 WT-1027524 Key Request Room Lockout Key SR-1100037 Heating & AC Room Too Cold Term			Work Task ID 🛧			Apply Filters 🛛 Clear Filters 😋	¢.	☆ ⊻
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SR-1100040 ogress Furniture Appliances Hang Bulletin/White Board Furniture Appliances SR-1100039 WT-1027523 Risk/Facilities Carpenter - Other/Exception Risk SR-1100038 WT-1027524 Key Request Room Lockout Key SR-1100037 Heating & AC Room Too Cold Ter	1	Contains	Contains		Contains	Contains		С
SR-1100040 ogress Furniture Appliances Hang Bulletin/White Board Furniture Appliances SR-1100039 WT-1027523 Risk/Facilities Carpenter - Other/Exception Risk SR-1100038 WT-1027524 Key Request Room Lockout Key SR-1100037 Heating & AC Room Too Cold Ter		CC-1100041	WT 1200000		Service Request	Power		Ele
SR-1100039 WT-1027524 Key Request Room Lockout Key SR-1100037 Heating & AC Room Too Cold Ter		SR-1100040		ogress	Furniture Appliances	Hang Bulletin/White Board		Fur
SR-1100037 Heating & AC Room Too Cold Ter		SR-1100039	WT-1027523		Risk/Facilities	Carpenter - Other/Exception		Ris
SR-1100037 Heating & AC Room Too Cold Ter		SR-1100038	WT-1027524		Key Request	Room Lockout		Kej
WT-1027524		SR-1100037			Heating & AC	Room Too Cold		Ter
			WT-1027524					
			WT-1027525					
			WT-1027526					

 $\ast\ast$ In this example we're clicking on the Work Task ID to sort in ascending and descending order

▼ INFORMATION

The list's default sort setting is in descending order (i.e. newest first). Clicking on the **column header** changes sorting to ascending order (i.e. oldest first). Clicking the **column header** a second time returns to the default setting.



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DIRECTIONS:



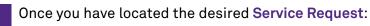
Type a keyword into the **search field** to narrow the search results.

Home					My Bookmar
All Service Reque	ests				8
				Apply Filters Clear Filters	G ≈ ☆ Ł
Request ID	Work Task ID 1	Request Status	at Type	Request Classification	Service Class
Contains	Contains		tains 3c	Contains	Contains
SR-1100000	WT 1200000	completed	cal & Lighting	Electrical Outlet	Electrical &
SR-1000008	WT-1027524	Completed	al Repairs Maintenance	Stairs & Railings	General Rep
SR-1000836	WT-1027524	Completed	al Repairs Maintenance	Stairs & Railings	General Rep
SR-1000010	WT-1027526	Completed	Response	Supervisory Alarm	Alarm Resp
SR-1000011	WT-1027527	Completed	al Repairs Maintenance	Door	General Rep
		Completed			
		Completed			

** In this example we typed 'Completed' in the Request Status column to find all Completed requests

▼ TIP & TRICKS

Layering filters will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.



Click on any field to open the Service Request.

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Home					My Bookmarks
All Service R	lequests				₽ ◄
				Apply Filters Clear Filters	G ≈ ☆ ⊻
Request ID	Work Task ID 🛧	Request Status	Request Type	Request Classification	Service Class
Contains	Contains	completed	Contains	Contains	Contains
SR-1100000	WT 1200000	Completed	Electrical & Lighting	Electrical Outlet	Electrical &
SR-100001	1 WT-102	27527	Completed	General Repairs Maintenance	Door
SR-1000010	WT-1027526	Completed	Alarm Response	Supervisory Alarm	Alarm Resp
SR-1000011	WT-1027527	Completed	General Repairs Maintenance	Door	General Rep



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DIRECTIONS:

4b

4

Upon clicking, the **Service Request Detail** will open. In order to access an associated **Work Task** (if applicable):

Scroll to the bottom of the Service Request detail and locate the Work Task section.

Click anywhere on the Work Task record to open and review.

Electrical & Lighting: SR-1100000-0			🙀 Add To Bookmarks 🗂 Print 🕐 He
General Graphic Notifications Notes & Documents Audit Actions			x
(Instruction): To submit an Electrical & Lighting request, complete the form below then cli	ak Subasit		
General	ik subinit.		
Request ID SR-1100000		itatus Completed	
Request is for Me Someone Else			
Requested For			
Net ID • Name Roy, Anchit			
Work Phone			
Email anchit@llama.io			
Requested By			
NetID arx7773 Name Roy,Anchit			
Work Phone			
Emsil anchit@llama.io			
Request Details			
If this is an emergency please call 911.		Customer Coming at 847 401 5301 (Custometer) at 313 503 8000 (Chinana)	
Building 1800 Sherman	ature, or power outage, please call Facilities	Customer Service at 847-491-5201 (Evanston), or 312-503-8000 (Chicago).	
Floor 01			
Boom 014000 Organization			
Service Requested Electrical Outlet			
Preferred Access Time Afternoon (12:00-16:59)			
 ✓ Yes ♦ I need to be present during your visit ? ● No 			
 Billing Type 			
Billing Type Building			
 Describe Your Request (Required) 			
Electrical outlet is not working by the window.			
Other Locations			
* Assets			
 Comments 			
		Apply Filters	Clear Filters 😋 🕁 🐇
			5 4 5
! Comment Type Created By	Reference Date	Comment	
Conversation Roy,Anchit	01/21/2022	RB - outlet not working by the window comment	÷
Items per page: 10 v 1 - 1 of 1 items			1 of 1 pages
items per page. 10 0 11101 items			
Upload documents, pictures, emails, etc. to help aid in the completion	on of your work request		
 Related Documents 			
		Apply Filters	Clear Filters 😋 🏠 🛓
I Document Name		Document Description	
		Contract Coordinate	
RB-pic-CapProj-Contacts.png			
Items per page: 10 v 1 - 1 of 1 Items 5b			1 of 1 pages
Work Task			
			S & ¥
Task ID Task Name	Created Date Description	Status	Total Time Log Hour
	•		
WT 1200000 WT 1200000 - Routine, 1800 Sherman, Electrical Outlet	01/21/2022 11:07:01 Electrical outlet is not w	orking by the window. Comple	ted 📮
Items per page: 10 v 1 - 1 of 1 Items			1 of 1 pages
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x			