



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:

1 From the Facilities Connect Home Screen

1a Scroll to the bottom of the page and locate the **All Service Requests** section.

1b Click the **Maximize** button.

The screenshot shows the Facilities Connect Home screen. On the left is a navigation menu with categories like Alarm Response, Bike, Electrical & Lighting, Elevator, Estimate, Event Support, Exterior Services/Grounds, Furniture & Appliances, General Repairs & Maintenance, Health & Safety, Housekeeping, Key/Lock/Access, Pest & Animal Control, Plumbing & Leaks, PM Corrective Maintenance, Risk/Facilities, Temperature, University Vehicle Maintenance, and Vandalism. The main content area has a 'Request Central' header and a list of request categories: Reminders - Request Central, My Active Requests, My Completed Requests, and **All Service Requests**. A red box highlights the 'All Service Requests' link. To the right of this link is a maximize button, also highlighted with a red box. Below the 'All Service Requests' link is a table of service requests.

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup
SR-1000838	WT-1028691	Issued	Service Request	Appliances (Lab)	\Locations\Evanston Campus\Cresap Lab.	OPS.SYS_CC_ADD.066 Contact Center : -	s-trackman@northwestern.edu	Trackman, Scott C
SR-1000837	WT-1028690	Issued	Alarm Response	Fire Alarm	\Locations\Evanston Campus\Ryan Center	test	anthony.ndungu@northwestern.edu	Ndungu, Anthony
SR-1000836	WT-1028689	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\Ridge04\00404	Hanging chad .. please fix		GeneralRequestor, Trai
SR-1100039	WT-1200245	Completed	Key Request	Other/Exception	\Locations\Evanston Campus\1201 Davis	test	bethary.tacom	
SR-1100038	WT-1200244	Completed	Key Request	Room Lockout	Key/Lock/Access	\Locations\Evanston Campus\2020 Ridge	test job cost process	bethary.tacom
SR-1100037	WT-1200246	Issued	Heating & AC	Room Too Cold	Temperature	\Locations\Evanston Campus\1800 Sherman	Testing accounting hold for job cost	bethary.tacom
SR-1100036	WT-1200243	Issued	Electrical & Lighting	Doorbell	Electrical & Lighting	\Locations\Evanston Campus\1800 Sherman\01101300G	doorbell not working - SUPPORT CENTER TEST	
SR-1100035	WT-1200242	Issued	General Repairs Maintenance	Ceiling Tile	General Repairs & Maintenance	\Locations\Chicago Campus\Ward Building\08\08145	replace tile	
SR-1100034	WT-1200227	Completed	Estimate Request	Estimate Request	Estimate	\Locations\Evanston Campus\Technology\Cal	new office window in	mark.wheeler@



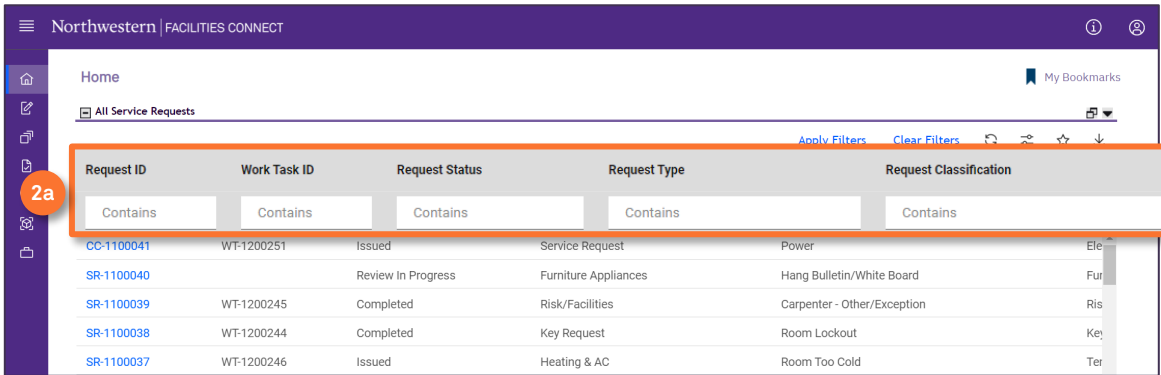
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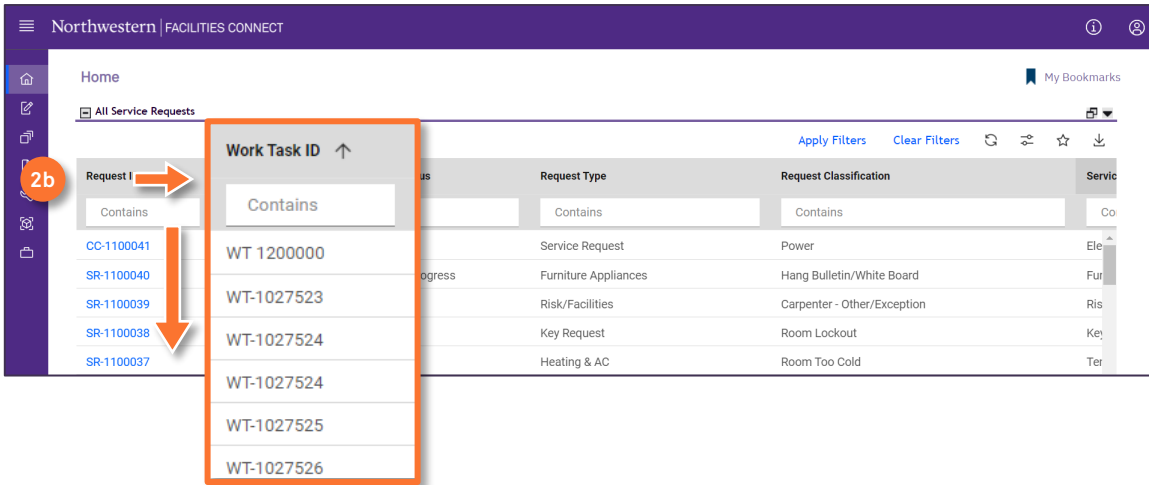
DIRECTIONS:

2 From the maximized **All Service Requests** section:

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



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



*** 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.

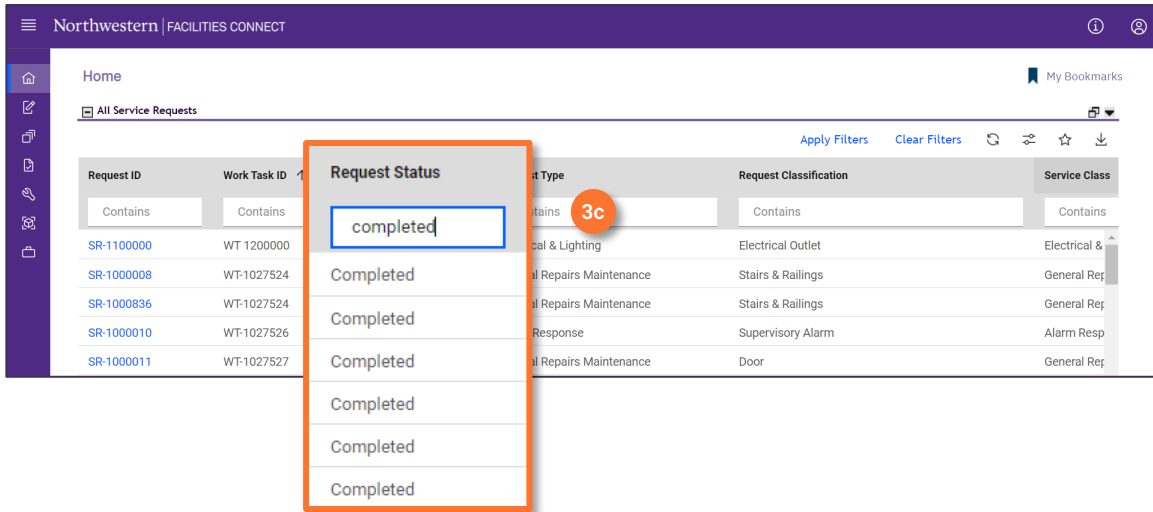


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DIRECTIONS:

2 Cont.

2c Type a keyword into the **search field** to narrow the search results.



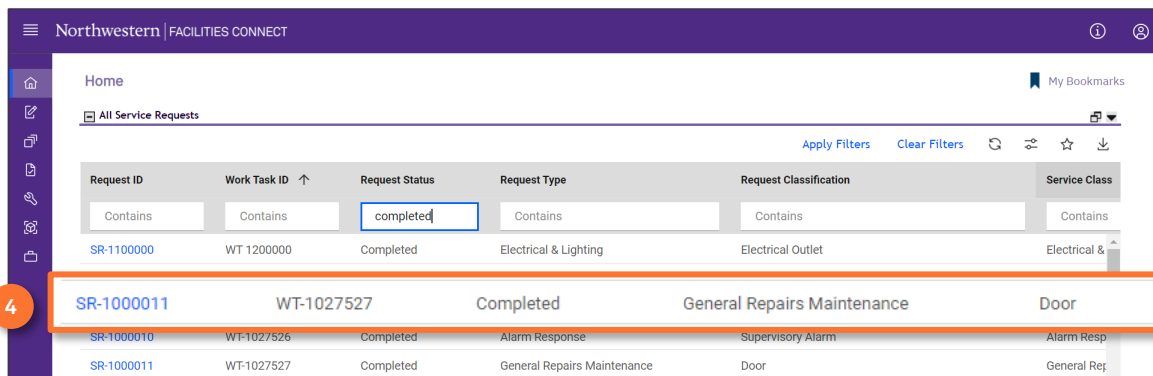
*** In this example we typed 'Completed' in the Request Status column to find all Completed requests*

▼ TIP & TRICKS

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

3 Once you have located the desired **Service Request**:

3 Click on any field to open the **Service Request**.





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DIRECTIONS:

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

4a Scroll to the bottom of the **Service Request** detail and locate the **Work Task** section.

4b Click anywhere on the **Work Task** record to open and review.

Electrical & Lighting: SR-1100000-0

General | Graphic | Notifications | Notes & Documents | Audit Actions

[Instruction]: To submit an Electrical & Lighting request, complete the form below then click Submit.

General
Request ID: SR-1100000
Status: Completed
Request is for: Me Someone Else

Requested For
Net ID
Name: Roy, Anchit
Work Phone
Email: anchit@tama.io

Requested By
Net ID: arx7773
Name: Roy, Anchit
Work Phone
Email: anchit@tama.io

Request Details
If this is an emergency please call 911.
For urgent Facilities issues such as a leak, drastic change in temperature, or power outage, please call Facilities Customer Service at 847-491-5201 (Evanston), or 312-503-8000 (Chicago).
Building: 1800 Sherman
Floor: 01
Room: 014000
Organization
Service Requested: Electrical Outlet
Preferred Access Time: Afternoon (12:00-16:59)
I need to be present during your visit? Yes 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

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 | 1 - 1 of 1 Items | 1 of 1 pages

Upload documents, pictures, emails, etc. to help aid in the completion of your work request

Related Documents
Apply Filters Clear Filters

Document Name	Document Description
RB-pic-CapProj-Contacts.png	

Items per page: 10 | 1 - 1 of 1 Items | 1 of 1 pages

Work Task
Apply Filters Clear Filters

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 working by the window.	Completed	

Items per page: 10 | 1 - 1 of 1 Items | 1 of 1 pages