

CUSTOMER SERVICE

CUSTOMER SERVICE: REQUESTS > CONTACT CENTER

Provides guidance for locating and navigating the Requests > Contact Center sub-section in Facilities Connect.

▼ GETTING STARTED

Manage Requests is accessible from within the Requests section – for instructions on accessing the Requests screen, please refer to Customer Service: Requests screen job aid.

DIRECTIONS:

From the Requests section:

1

Locate and click on the **Contact Center** sub-section appearing in the menu bar immediately below.

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		Requests		Contact Center		it 🕐 Help		
1		Manage Requests		Contact Center:	🙀 Add To Bookmarks 🛛 🚔 Print 🛛 🛞 Help			
		Facilities			Next Call x			
		Other		• Location Centric				
		Contact Center	•	Person Centric General Clear (c)	General Contacts Assets Locations Tasks Projects Rectives			
		Tasks		Direction Inbound	General			
	Ľ	Maintenance		* Requested Location	* Location Name			
	Ø	Inventory		Location ID	Location ID			
	ð	Portfolio		Contact Name Contact Phone	Address			

2

Upon clicking, the Contact Center - Customer Interaction Form will open:

This form is used to capture and process all customer interactions and resulting Service Requests.

	$\equiv \text{Northwestern} \text{facilities connect} $											
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A	Portfolio		* Communication Type	Phone 🔽	* Location Name							
			* Requested Location	۵ لر	Location ID							
			Location ID Contact Name		Address							
			Contact Phone									
			* Requested By	Q Q	Problem Location							
			* Requested For	e 9	Phone							
			Start Time		Zip/Postal Code							
			Call End Time		City							

▼ INFORMATION

For a detailed walkthrough, please refer to the job guide Contact Center: Customer Interaction Form.



CUSTOMER SERVICE CUSTOMER SERVICE: REQUESTS > CONTACT CENTER

DIRECTIONS:

3

The **Contact Center** sub-section also contains a dropdown menu offering additional menu options used by NU Facilities Customer Service, including:

Call Log: Report containing all recorded FC customer interactions

Manage Duplicate Requests: Report of flagged, potential duplicate Service Requests (for action by Customer Service)

Dispatch Tasks: Report of Work Tasks without an identified workgroup owner (for action by Customer Service)

Follow-Up Tasks: Report of user-defined Follow-Up Tasks (specific to each Customer Service Agent)

