CUSTOMER SERVICE
CUSTOMER SERVICE: REQUESTS > MANAGE REQUESTS

Provides guidance for locating and navigating the Requests > Manage Requests sub-section in Facilities Connect.
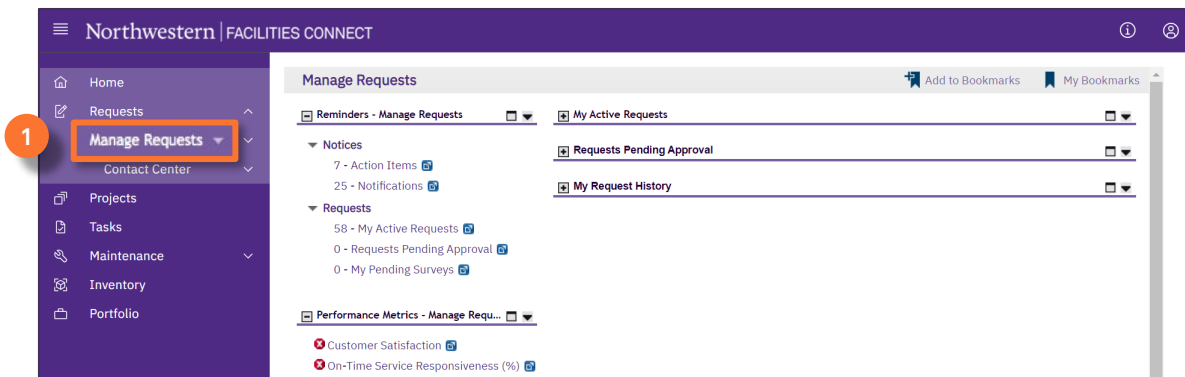
▼ GETTING STARTED

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:

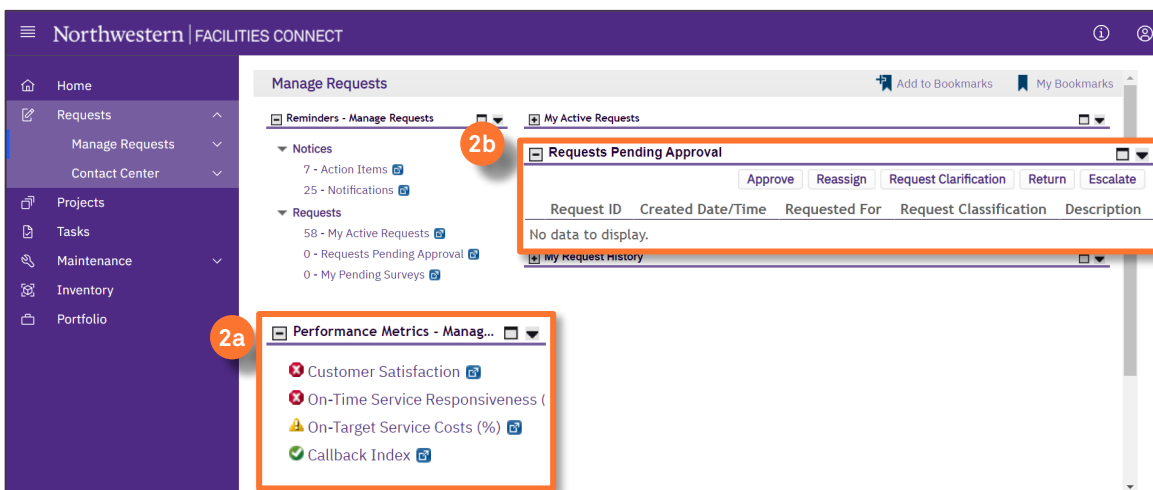**1** From the **Requests** section:

1 Locate and click on the **Manage Requests** sub-section appearing in the menu bar immediately below.

2 In addition to sections also contained on the **Requests** screen, you may also access the following additional sections:

2a **Performance Metrics – Manage Requests:** Provides access to performance reporting (not currently used).

2b **Requests Pending Approval:** Provides a list of any Service Requests that you have submitted which are currently pending chartstring approval.

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DIRECTIONS:

3 To quickly search Service Requests based on **Request Class**, select the drop-down arrow under the **Manage Requests** sub-section:

3 Select the **Request Class** you which to view. A filtered report for the selected **Request Class** (below) will then appear for your review and additional filtering.

▼ TIP & TRICKS

Use the column search and filter options to narrow your search for specific Service Requests.