



CUSTOMER SERVICE

CUSTOMER SERVICE: REQUESTS > MANAGE REQUESTS

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

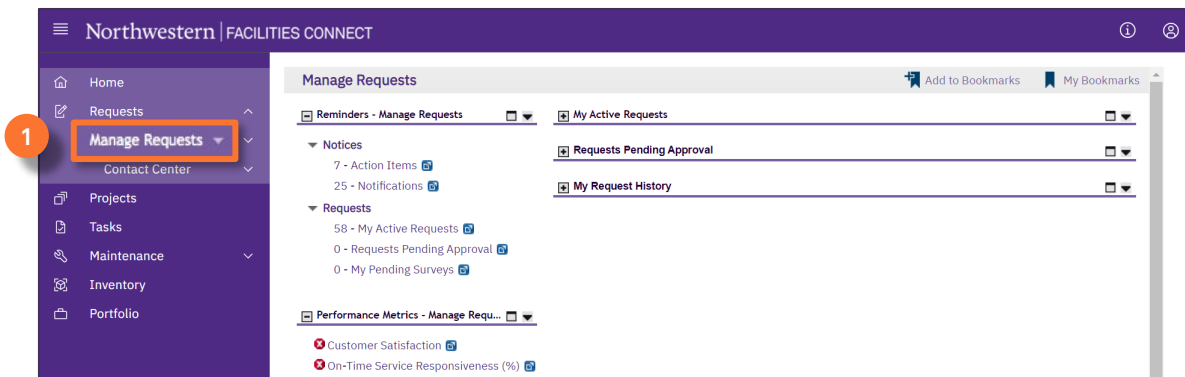
▼ GETTING STARTED

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:

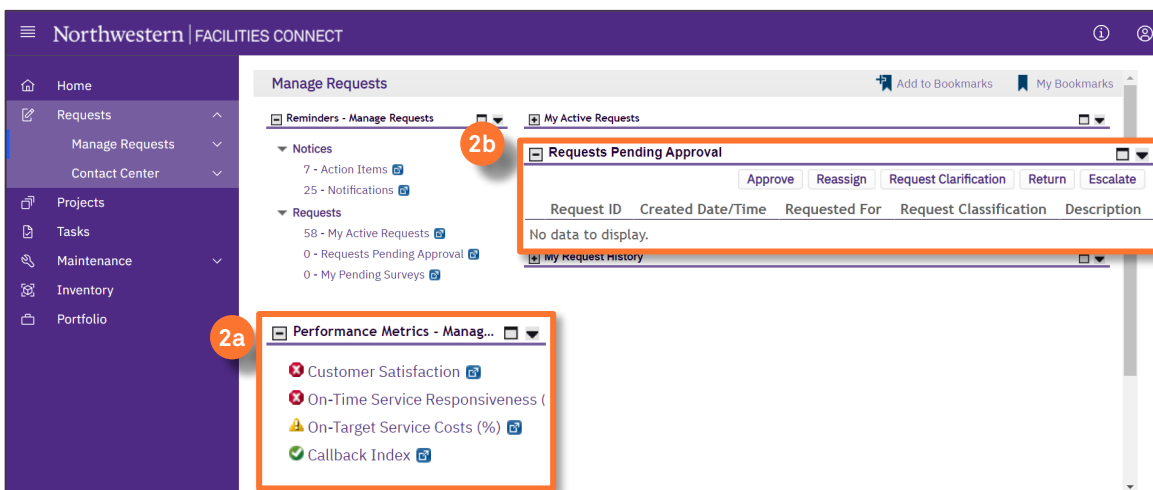
1 Locate and click on the **Manage Requests** sub-section appearing in the menu bar immediately below.



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.

Manage Requests

Request ID	Request Classification	Description	Created Date/Time	Requested For	Requested By
CC-1100025	Snow & Ice	test Contact Center : -	01/25/2022 10:52:14	Zier,Kathleen Lynn	Zier,Kathle Lynn
CC-1100023	Lights	Lights are all out Contact Center : -	01/25/2022 10:40:39	Zier,Kathleen Lynn	Zier,Kathle Lynn
CC-1100021	Estimate Request	Testing - Estimate request	01/25/2022 10:36:51	Zier,Kathleen Lynn	Zier,Kathle Lynn

Alarm Response

Request ID	Created Date/Time	Request Classification	Description
SR-1051542	12/09/2021 13:58:25	Alarm Other	Repair pool pump drive
SR-1051412	12/08/2021 14:59:56	HVAC Alarm	Assign to 732, compressor #2 not turning on
SR-1051389	12/08/2021 13:28:41	HVAC Alarm	Main air compressor/dryer; High dew point warn
SR-1051111	12/06/2021 13:42:01	HVAC Alarm	Domestic hot water pump 1 is enabled on but n
SR-1050697	12/01/2021 17:20:27	Alarm Other	Mau1 static alarm
SR-1050649	12/01/2021 14:06:07	Fire Alarm	Evacuation drill
SR-1050648	12/01/2021 14:05:26	Fire Alarm	Evacuation drill
SR-1050647	12/01/2021 14:04:50	Fire Alarm	Evacuation Drill
SR-1050646	12/01/2021 14:04:08	Fire Alarm	Evacuation drills

TIP & TRICKS

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