

O&M TECHNICIANS & SUPERVISORS

WORK TASKS: VIEW SERVICE REQUEST DETAILS

Provides guidance for locating Request details in a Work Task in FC Mobile (OTG)

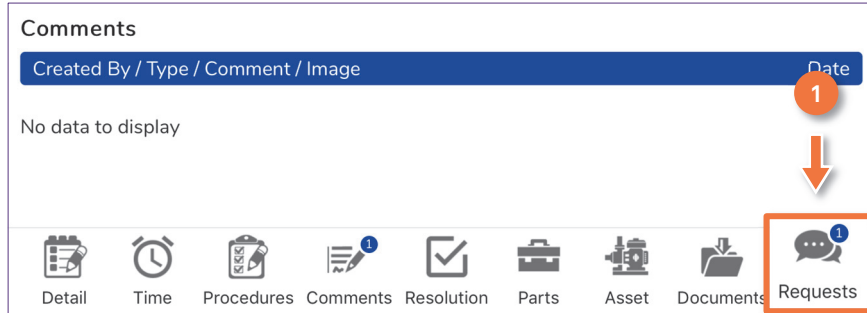
▼ GETTING STARTED

This guide begins in a selected **Work Task**. For more information on navigating to a **Work Task** refer to the **View Work Task Detail** job aid.

DIRECTIONS:

1 Once you have selected a **Work Task** from your **Task Queue**, locate the **Requests** tab at the bottom of your screen.

1 Tap on the **Requests** tab to open request details

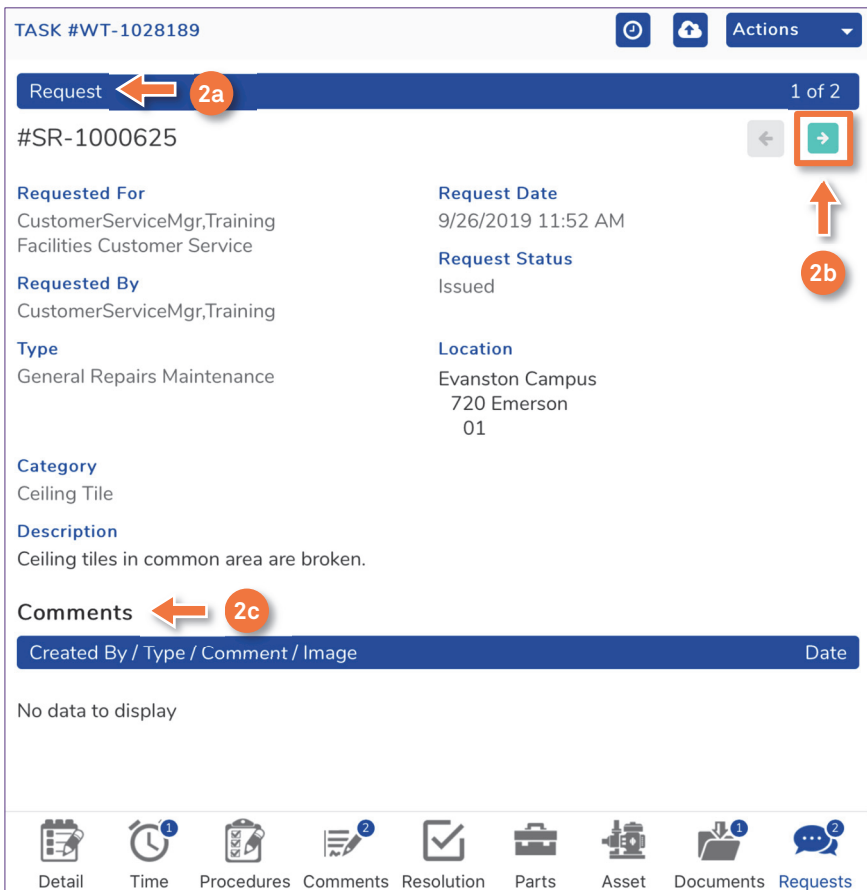


2 Upon tapping, the screen will change, and you will be able to view all **Service Requests** associated with the selected **Work Task**.

2a Request details (e.g. **Requested By / For, Request Date, Category, Description**, etc.)

2b **Toggle Requests** button – tap to view related requests (if there's more than one)

2c **Comments** or additional information submitted with the request



▼ INFORMATION

Details regarding **Preferred Access Time** and **If the Customer Needs to be Present** will appear on the **Comment** tab of the work task.