



CUSTOMER SERVICE

SERVICE REQUEST QUEUE : MANAGING DRAFTS

Provides guidance for managing drafts in the Service Request queue in Facilities Connect.
Can delete ALL drafts created in the Contact Center.

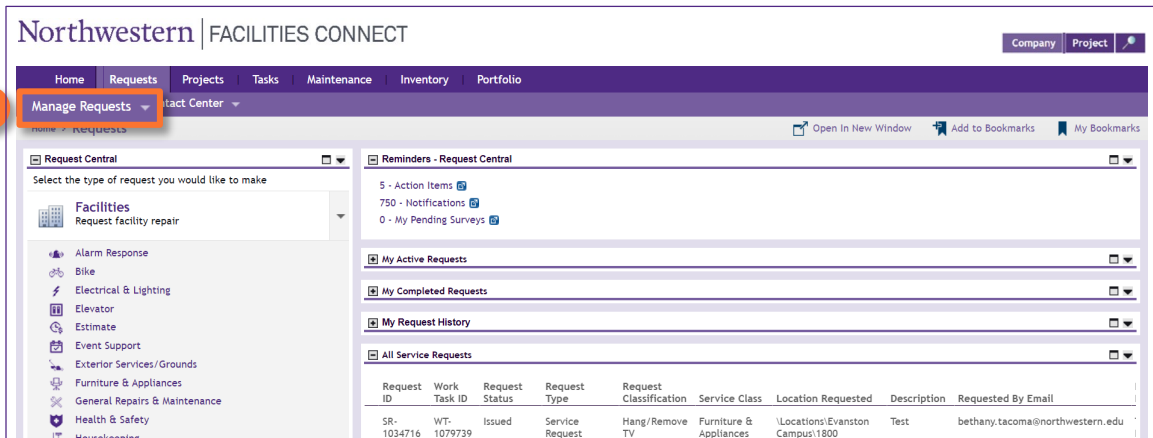
▼ GETTING STARTED

This guide begins on the **Requests** tab. For more information on access and navigation, refer to the **Access and Home Screen** job aid.

DIRECTIONS:

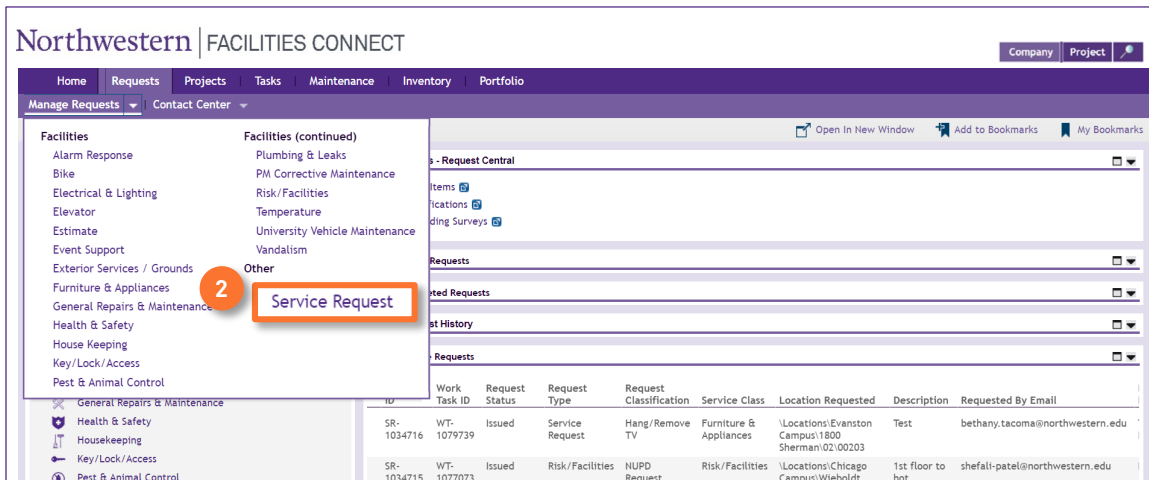
1 To access the **Service Request** queue:

1 Click on the **Manage Request** drop down menu.



2 Upon clicking, you will see a table of the Service Request Categories:

2 Under the Other section, locate and click on the **Service Request** option.





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DIRECTIONS:

3 Upon clicking, the Service Request queue will open. To locate all requests in the Draft status :

3a Click on the **Related Reports** drop down menu to select the **Draft** option.

Northwestern | FACILITIES CONNECT

Home | Requests | Projects | Tasks | Maintenance | Inventory | Portfolio

Manage Requests | Contact Center

Home > Requests > Manage Requests > Other > Service Request

Open In New Window | Add to Bookmarks | My Bookmarks

Popup View | Add | Delete

3a

-Select-

- Select-
- Service Request - Completed
- Service Request - Draft
- Service Request - Issued
- Service Request - Retired
- Service Request - Review In Progress
- Service Request - Revision In Progress
- Service Request - Routing In Progress
- Service Request - Upload Error

| Request ID | Created Date/Time | Request Classification | Description | Requested For | Location Requested For | Status | Revision |
|------------|---------------------|------------------------|---|------------------------|---|-----------|----------|
| CC-1003548 | 03/09/2020 09:49:13 | Hang Dispenser | someone replace the lighting in the following classrooms: 1st floor Lurie Auditorium - room 1-132, all aisle lights / 7 wall washers Baldwin auditorium, 3 aisle lights / 3 wall washers Thank you for your attention to this matter. Key / AV Systems Eng. Assoc. Media and Technology Innovation Northwestern Technology Northwestern University mylowe@northwestern.edu Office: 312-503-4698 | Buchanan, Kimberly J | Locations:Chicago Campus/Lurie Resear | Completed | 0 |
| CC-1003550 | 03/09/2020 09:58:19 | Broken Lock | VATOR GARAGE PIT - PLEASE BRING KEYS TO JONATHAN AT SUITE 1500 FRONT DOOR TO CONTACT CENTER : - | Buchanan, Kimberly J | Locations:Evanston Campus:1201 Davis | Completed | 0 |
| CC-1003548 | 03/09/2020 09:49:13 | Hang Dispenser | TOO HOT, LOWER TO 70 DEGREES Contact Center : ERIKA CISNEROS - 847-491-8300 | Evans, Aleata M | Locations:Evanston Campus:Kellogg Global Hvb:05:05101 | Completed | 0 |
| CC-1003548 | 03/09/2020 09:49:13 | Hang Dispenser | Hand dispenser in the women's bathroom in The Graduate School has fallen off the wall. If someone would kindly replace it at their earliest convenience, that would be great! Thanks so much. AJ AJ Delaire. (she/her/hers) Program Assistant 2 The Graduate School Northwestern University AJDelaire@northwestern.edu 847.491.5279 Contact Center : - | Nelson, Patrick Vernon | Locations:Evanston Campus:Rebecca Crown Center:01:01502 | Completed | 0 |
| CC-1003550 | 03/09/2020 09:58:19 | Broken Lock | Hi, I am writing about Tech, 2nd floor, F wing. One of the two doors leading to the atrium (near F279) is locked. Can someone please come out to unlock it? There is still adequate access to the space through the other door, so this is not an urgent locked-door request. Thank you. Robin Robin Stark. Program Assistant (she/her/hers) Department of Earth and Planetary Sciences Environmental | Nelson, Patrick Vernon | Locations:Evanston Campus:Technological Instit:02:- | Completed | 0 |

INFORMATION

When accessing the Service Request queue, please note that the queue contains ALL Service Request (CCs) created only through the Contact Center. Therefore, a single Customer Service representative has access to all Service Requests (CCs), regardless of which Customer Service Agent created it.

4 Once you have filtered the Service Request queue:

4a Click the **check box** next to the draft you want to delete.

Northwestern | FACILITIES CONNECT

Home | Requests | Projects | Tasks | Maintenance | Inventory | Portfolio

Manage Requests | Contact Center

Home > Requests > Manage Requests > Other > Service Request

Open In New Window | Add to Bookmarks | My Bookmarks

Popup View | Add | Delete

Related Reports: -Select- Service Requests

Request ID Created Date/Time Request Classification Description Requested For Location Requested For Status Revision

Contains Contains Contains Contains Contains

4a

| Request ID | Created Date/Time | Request Classification | Description | Requested For | Location Requested For | Status | Revision |
|------------|---------------------|------------------------|--|-----------------------------|--|--------|----------|
| CC-1003782 | 03/10/2020 08:53:41 | Housekeeping Other | NEED SOAP DISPENSERS REFILLED 01 unixef office of fellowship Contact Center : - | Evans, Aleata M | Locations:Evanston Campus:1940 Sheridan:01:00105 | Draft | 0 |
| CC-1003783 | 03/10/2020 08:54:33 | | need two signs installed in Abbott Hall parking lot for reserved parking Contact Center : - | Lenoir, Anthony Lamar Evans | Locations:Chicago Campus:Abbott Hall | Draft | 0 |
| CC-1003835 | 03/10/2020 10:33:49 | Other HVAC Service | VAV SYSTEM NOT RESPONDING Contact Center : - 491-4240 | Evans, Aleata M | Locations:Evanston Campus:Allen Center | Draft | 0 |
| CC-1003844 | 03/10/2020 10:56:42 | Other HVAC Service | REPLACE THERMOSTAT, GUEST ROOM - MUST SEE FRONT DESK FIRST BEFORE SERVICING. Contact Center : - | Evans, Aleata M | Locations:Evanston Campus:Allen Center:04:00417 | Draft | 0 |
| CC-1003854 | 03/10/2020 11:23:53 | Lights | 3 OF 4 LIGHTS OUT LURIE 10212 TO 355/872 AT 11:21 Contact Center : - | Buchanan, Kimberly J | Locations:Chicago Campus:Lurie Resear | Draft | 0 |
| CC-1003856 | 03/10/2020 11:24:19 | Toilet | urinal non stop flushing, starting to leak, mens restroom Contact Center : Vladimir Gelfand - 312-503-0530 | Zier, Kathleen Lynn | Locations:Chicago Campus:Ward Building:11:11175 | Draft | 0 |
| CC-1003859 | 03/10/2020 11:30:10 | Key/Lock/Access | REPAIR LOCK TO NORTHWEST ELEC. CLOSET ON 345 E SUP. 4FL Contact Center : - | Buchanan, Kimberly J | Locations:Chicago Campus:345 East Superior:04 | Draft | 0 |



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DIRECTIONS:

5 Upon selecting your draft(s):

5 Click the **Delete** button.

Northwestern | FACILITIES CONNECT

Company Project

Home Requests Projects Tasks Maintenance Inventory Portfolio

Manage Requests Contact Center

Home > Requests > Manage Requests > Other > Service Request

Open In New Window Add to Bookmarks My Bookmarks

Related Reports -Select- Service Requests

| Request ID | Created Date/Time | Request Classification | Description | Requested For | Location Requested For | Status | Revision |
|-------------------------------------|---------------------|------------------------|---|----------------------------|---|--------|----------|
| CC-1003782 | 03/10/2020 08:59:41 | Housekeeping Other | NEED SOAP DISPENSERS,REFILLED 01.unisex.office.of.fellowship.Contact Center : .. | Evans,Aleata.M | \Locations\Evanston Campus\1940 Sheridan\01\00105 | Draft | 0 |
| <input checked="" type="checkbox"/> | CC-1003783 | 03/10/2020 08:54:33 | need two signs installed in Abbott Hall parking lot for reserved parking Contact Center : .. | Lenoir,Anthony Lamar Evans | \Locations\Chicago Campus\Abbott Hall | Draft | 0 |
| <input type="checkbox"/> | CC-1003835 | 03/10/2020 10:33:49 | Other HVAC Service VAV SYSTEM NOT RESPONDING>Contact Center : .. 491-4240 | Evans,Aleata.M | \Locations\Evanston Campus\Allen Center | Draft | 0 |
| <input type="checkbox"/> | CC-1003844 | 03/10/2020 10:36:42 | Other HVAC Service REPLACE THERMOSTAT, GUEST ROOM ... MUST SEE FRONT DESK FIRST BEFORE SERVICING. Contact Center : .. | Evans,Aleata.M | \Locations\Evanston Campus\Allen Center\04\00417 | Draft | 0 |
| <input type="checkbox"/> | CC-1003854 | 03/10/2020 11:23:59 | Lights 3 OF 4 LIGHTS OUT LURIE 10212 TO 355/872 AT 11:21>Contact Center : .. | Buchanan, Kimberly J | \Locations\Chicago Campus\Lurie Resear | Draft | 0 |
| <input type="checkbox"/> | CC-1003856 | 03/10/2020 11:24:19 | Toilet urinal non stop flushing, starting to leak, mens restroom Contact Center : Vladimir Gelfand - 312-503-0530 | Zier,Kathleen Lynn | \Locations\Chicago Campus\Ward Building\11\11175 | Draft | 0 |
| <input type="checkbox"/> | CC-1003859 | 03/10/2020 11:30:10 | Key/Lock/Access REPAIR LOCK TO NORTHWEST ELEC. CLOSET ON 345 E SUP-4FL>Contact Center : .. | Buchanan, Kimberly J | \Locations\Chicago Campus\345 East Superior\04 | Draft | 0 |

▼ IMPORTANT

Deleting a Draft is NOT a recoverable action. There is no way to restore the Draft after a representative deletes it.

6 The Draft will no longer appear in the Service Request queue.

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Company Project

Home Requests Projects Tasks Maintenance Inventory Portfolio

Manage Requests Contact Center

Home > Requests > Manage Requests > Other > Service Request

Open In New Window Add to Bookmarks My Bookmarks

Related Reports -Select- Service Requests

0 total found Apply Filters Clear Filters

| Request ID | Created Date/Time | Request Classification | Description | Requested For | Location Requested For | Status | Revision |
|--------------------------|-------------------|------------------------|-------------|---------------|------------------------|----------|----------|
| <input type="checkbox"/> | 1003783 | Contains | Contains | Contains | Contains | Contains | Contains |

No data to display

▼ IMPORTANT

If a representative accidentally selects a Service Request that is in the **Issued** or **Completed** status, that SR/CC will be moved to the Retired status and will NOT be permanently deleted. They can then Unretire the SR/CC if necessary.