



O&M CUSTOMER SERVICE, TECHNICIANS & SUPERVISORS  
**APPENDIX: COMMENT MATRIX**

Provides a comprehensive list of the types of comments in Facilities Connect and how users interact with them.

User Role	Location	WT Comment	Labor Comment	SR Comment*	Resolution / Description	Work Analysis / Description
	Action			<i>*copied to WT Comment section</i>		
<b>USAGE</b>		<b>In Use</b>	<b>In Use</b>	<b>In Use</b>	<b>Not Used by NU Facilities</b>	<b>Not Used by NU Facilities</b>
General Requestor	Work Details Tab	Billed Time Entries	Work Task Info Tab	Work Task Info Tab	Work Task Info Tab	
	View Only	View Only	Create, View	View Only	View Only	
Data Steward	Work Details Tab	Billed Time Entries	Work Details Tab	Work Task Info Tab	Work Task Info Tab	
	View Only	View Only	Create on new SR submission View on All SRs	View Only	View Only	
Technician	OTG Comment Tab	Timesheets / Time Entry	OTG	OTG	OTG	
	View, Create	View, Create	View on Assigned SRs	n/a	Create	
Supervisor	FC Desktop, OTG Comment Tab	FC Desktop, OTG	FC Desktop, OTG	FC Desktop, OTG	FC Desktop, OTG	
	View, Create, Delete	View, Edit, Create	Create on New SR submission View on All SRs	View, Edit	View, Edit, Create, Delete	
Customer Service	Notes & Docs Tab	Resources Tab	Notes & Docs Tab	Work Task Info Tab	Work Details Tab	
	View, Delete, Create	View, Edit, Create	Create on New SR submission View on All SRs	View, Edit	View, Edit, Create	
Financial Supervisor	Notes & Docs Tab	Resources Tab	Notes & Docs Tab	Work Task Info Tab	Work Details Tab	
	View, Delete, Create	View, Edit, Create	Create on New SR submission View on All SRs	View/ Edit / Create	View/ Edit/ Create	



APPENDIX: COMMENT MATRIX  
GENERAL REQUESTOR

DATA STEWARD

**Location** | **Image**

**Work Task Comment**  
Work Details Tab

Com...	Created By	Refer...	Comment
Cont	Contains	Equ	Contains
Note	Rahic,Eldina	06/05/2...	Preferred Access Time: Anytime; Does Requester need to
Resourc...	Lynch,Stephen D	06/05/2...	Assist

**Location** | **Image**

**Work Task Comment**  
Work Details Tab

Com...	Created By	Refer...	Comment
Cont	Contains	Equ	Contains
Note	Rahic,Eldina	06/05/2...	Preferred Access Time: Anytime; Does Requester need to
Resourc...	Lynch,Stephen D	06/05/2...	Assist

**Labor Comment**  
Billed Time Entries

Name	Description	Category	Date	Hours	Job Cost Process Date
Contains	Contains	Contains	Equals	Equals	After
Lewandowski,Andrew	Return. Use one man lift. Pull...	Straight Time	09/15/2023	2 hours	09/19/2023
Lopez,Oscar Ruben	Investigated, tightened conn...	Straight Time	09/15/2023	2 hours	09/19/2023
Elbe,Jeffrey S	Email about WT.	Straight Time	10/05/2023	0.5 hours	10/17/2023
				4.5 hours	

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				4.5 hours	

**Service Request Comment**  
Work Details Tab

Comm...	Created By	Reference Date	Comment
Note	Hall,Kara Ann	02/20/2024	Preferred Access Time: Anytime; Does Requester need to be Present During Visit: ...

**Service Request Comment**  
Work Details Tab

Com...	Created By	Refer...	Comment
Note		03/06/2...	Preferred Access Time: Anytime; Does Requester need to be Prese



APPENDIX: COMMENT MATRIX  
TECHNICIAN

Location	Image
<p><b>Work Task Comment</b> OTG Comment Tab</p>	
<p><b>Labor Comment</b> OTG Timesheets / Time Entry</p>	
<p><b>Service Request Comment</b> OTG Service Request Tab</p>	

SUPERVISOR (DESKTOP)

Location	Image																														
<p><b>Work Task Comment</b> Notes &amp; Documents Tab</p>	<table border="1"> <thead> <tr> <th></th> <th>Commen...</th> <th>Created By</th> <th>Referenc...</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Contain</td> <td>Contains</td> <td>Equals</td> <td>Contains</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Note</td> <td>Lupton,Margaret Sydney</td> <td>10/19/2023</td> <td>Preferred Access Time: Anytime; Does Requester need to</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Resource A...</td> <td>Almodovar,Rene</td> <td>10/19/2023</td> <td>assistance</td> </tr> </tbody> </table>		Commen...	Created By	Referenc...	Comment	<input type="checkbox"/>	Contain	Contains	Equals	Contains	<input type="checkbox"/>	Note	Lupton,Margaret Sydney	10/19/2023	Preferred Access Time: Anytime; Does Requester need to	<input type="checkbox"/>	Resource A...	Almodovar,Rene	10/19/2023	assistance										
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APPENDIX: COMMENT MATRIX  
CUSTOMER SERVICE

FINANCIAL SUPERVISOR

Location	Image
<b>Work Task Comment</b> Notes & Documents Tab	
<b>Labor Comment</b> Resources Tab	
<b>Service Request</b> Comment Notes & Documents Tab	

Location	Image
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