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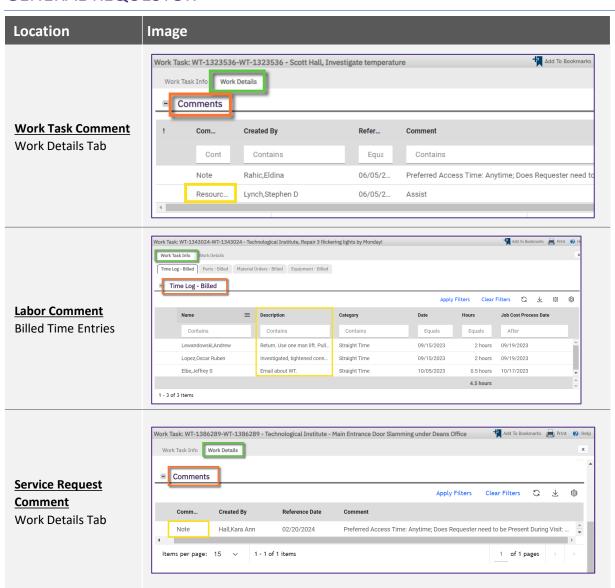## APPENDIX: COMMENT MATRIX

Provides a comprehensive list of the types of comments in Facilities Connect and how users interact with them.
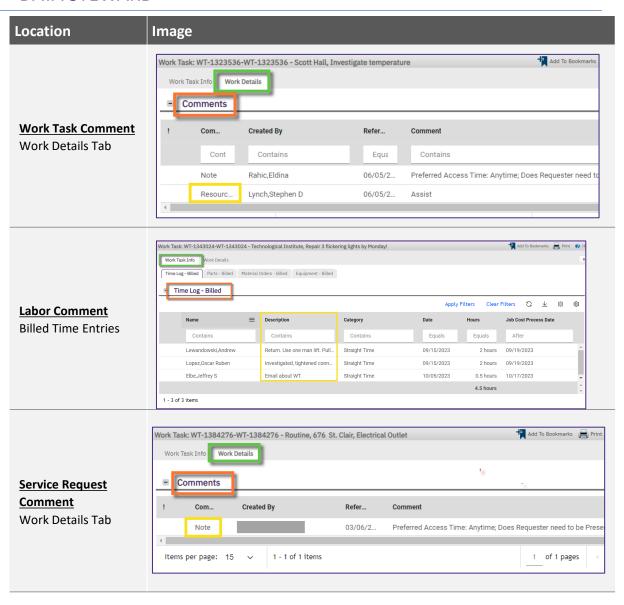
| User Role | Location | WT Comment | Labor Comment | SR Comment* | Resolution / Description | Work Analysis / Description |
|---|---|---|---|---|---|---|
| | Action | | | *copied to WT Comment section | | |
| USAGE | | In Use | In Use | In Use | Not Used by NU Facilities | Not Used by NU Facilities |
| 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

| Location | Image |
|---|---|
| **Work Task Comment** <br> Work Details Tab |  |
| **Labor Comment** <br> Billed Time Entries |  |
| **Service Request Comment** <br> Work Details Tab |  |

## DATA STEWARD

| Location | Image |
|---|---|
| **Work Task Comment** <br> Work Details Tab |  |
| **Labor Comment** <br> Billed Time Entries |  |
| **Service Request Comment** <br> Work Details Tab |  |

APPENDIX: COMMENT MATRIX

## TECHNICIAN

## SUPERVISOR (DESKTOP)

| Location | Image |
|---|---|
| **Work Task Comment**<br>OTG Comment Tab |  |
| **Labor Comment**<br>OTG Timesheets / Time Entry |  |
| **Service Request Comment**<br>OTG Service Request Tab |  |

| Location | Image |
|---|---|
| **Work Task Comment**<br>Notes & Documents Tab |  |
| **Labor Comment**<br>Resources Tab |  |
| **Service Request Comment**<br>Notes & Documents Tab |  |

APPENDIX: COMMENT MATRIX

## CUSTOMER SERVICE

| Location | Image |
|---|---|
| **Work Task Comment**<br>Notes & Documents Tab |  |
| **Labor Comment**<br>Resources Tab |  |
| **Service Request Comment**<br>Notes & Documents Tab |  |

## FINANCIAL SUPERVISOR

| Location | Image |
|---|---|
| **Work Task Comment**<br>Notes & Documents Tab |  |
| **Labor Comment**<br>Resources Tab |  |
| **Service Request Comment**<br>Notes & Documents Tab |  |