

CONTACT CENTER: MANAGE DUPLICATE REQUESTS

Provides guidance for managing potential duplicate Communication Records and Service Requests in Facilities Connect Desktop.

▼ GETTING STARTED

Manage Duplicate Requests is located in the Contact Center section of the **Requests** screen. For more information on navigating to the Requests screen, please refer to the **Customer Service: Requests Screen** job aid.

▼ INFORMATION

Customer Service is responsible for monitoring, managing, and actioning duplicate **Service Requests**. As suspected duplicate **Service Requests** are submitted (e.g. same request type with the same location); the **Customer Service** team will review and process these requests, either joining to existing **Work Tasks** or creating new **Work Tasks** (as appropriate).

DIRECTIONS:



To access the Manage Duplicate Tasks Queue from the Requests section,.

Click on the dropdown arrow immediately to the right of the Contact Center option.

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			Exterior Services/Grounds	Request Work Request Request ID Task ID Status Type Classification Service Class	Location Request	



Locate the sub-section menu option for Contact Center,

From the menu, click on the Manage Duplicate Requests link.

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CUSTOMER SERVICE CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:



Upon clicking, you will be taken to the **Manage Duplicate Requests** menu. (Note: the default view will be of the **Dispatch Tasks** sub-tab).

Click on the **Duplicate Requests** sub-tab.

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Upon clicking, the sub-tab will change to **Duplicate Requests**.

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▼ IMPORTANT

The workflow for potential **Duplicate Requests** (which are present in the **Unassigned Requests Queue**) have been halted. Since each has been flagged as a potential duplicate, manual intervention from **Customer Service** is required to either join with an **Existing Work Task** (i.e. a duplicate service request) or to process as a **New Work Task** (i.e. not a duplicate request). View Sections 5 and 6 of this topic for more details on processing potential duplicate requests.



CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

From the **Duplicate Requests** sub-tab; locate the **Unassigned Request** section.



Click the **Checkbox** beside any item shown as a possible duplicate.

Next, click **Show Duplicates** to see all possible duplicates for the selected item. To narrow duplicates search criteria further, use the options in the **Duplicate Search** to refine results.

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Upon clicking, the existing Work Task which may be a match for the possible duplicate will appear in the **Active Tasks Matching Request Search Criteria** section.



As desired, click on the **Work Task** record to review available details, and validate whether the items in questions are genuine duplicates.

▼ INFORMATION

The Active Tasks Matching Request Search Criteria section will populate with Work Tasks that are potential duplicates for the selected Service Request. The search looks broadly to match Request Class, Service Class, Request Location, Floor, and Building. To search Work Tasks more narrowly click the appropriate Checkbox in the Duplicates Search section.

Although not recommended, the duplicates can be auto-processed. By clicking the selected **Communication Records** or **Service Request** and clicking the **Auto Process Selected Requests** button, Facilities Connect Desktop will automatically assign the **Communication Record** and **Service Request** to the **Work Task** it believes is a duplicate.



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DIRECTIONS:

- 5 If you have verified genuine duplicates and wish to combine a new Service Request with an existing Work Task:
 - ^{5a} Click the Checkboxes for <u>each</u> of the Unassigned Requests that apply.
 - Click on, the radio button to select the duplicate Work Task.
 - c) Click the Assign Selected Request to Task button to merge the request(s) with the existing Work Task.

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Upon clicking, the duplicate **Service Requests** will be removed from the **Unassigned Request** queue and added to the assigned **Work Task**.

ork Task: WT-102	27616-WT-1027616 - U	Jrgent, Cook Hall (Mlsb), Lights				Add To	Bookmarks 📇 Print 🕢 F
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CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

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If you have found the new Service Request is <u>NOT</u> a duplicate of a Work Task(s):

- Click the Checkboxes for the Unassigned Request(s) that apply.
- Click Create Task to process the Service Request(s) as a new Work Task.

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Upon clicking, the new Service Request will be removed from the Unassigned Request Queue and a new Work Task will be created.

Work Task: WT-1028040-WT-1028040 - Routine, Mcculloch Hall, Leak			Add To Bo	okmarks 🔒 Prin	nt 🕜 Help
General Job Cost Work Details Resources Procedures Notifications Notes & Documents Work Task Info Audit Actions		Supervisor Complete	Hold Save Sa	ve & Close Mor	e 🗉 🗴
(Required): Use this tab to enter, review, or change basic information about the task.					1
General			Accept St	art Work Sto	op Work
Task ID WT-1028040	Status Active				
* Task Name WT-1028040 - Routine, Mcculloch Hall, Leak	Assignment Status Unassigned				
Description Drinking fountain exploded and is spraying down the hall Contact Center : -					
Currency US Dollars					
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