



CUSTOMER SERVICE

CONTACT CENTER: CALL LOG

Provides guidance for locating FC Contact Center Communication Records through the Call Log report.

▼ GETTING STARTED

The Call Log 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.

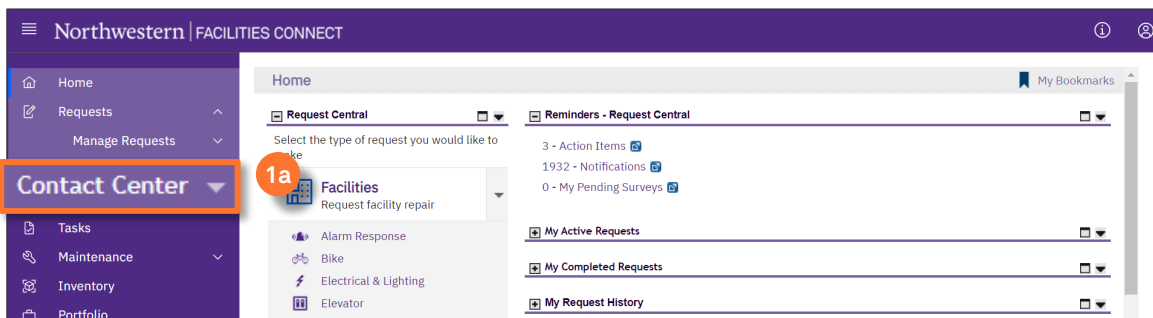
▼ INFORMATION

The **Call Log** is where all **Communication Records** are housed. A Communication Record is logged into Facilities Connect Contact Center anytime Customer Service initiates an interaction with a Requester – whether by phone, through email, or via walk-up.

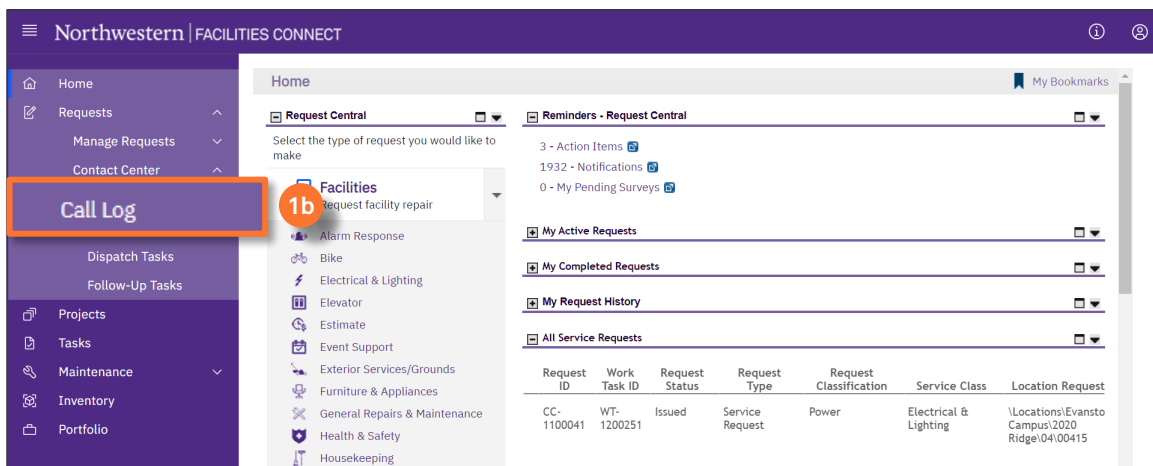
DIRECTIONS:

1 To access the **Call Log**, click on the **Requests** section. Locate the sub-section menu option for **Contact Center**.

1a Click on the dropdown arrow immediately to the right of the **Contact Center** option.



1b Next, click on **Call Log**.





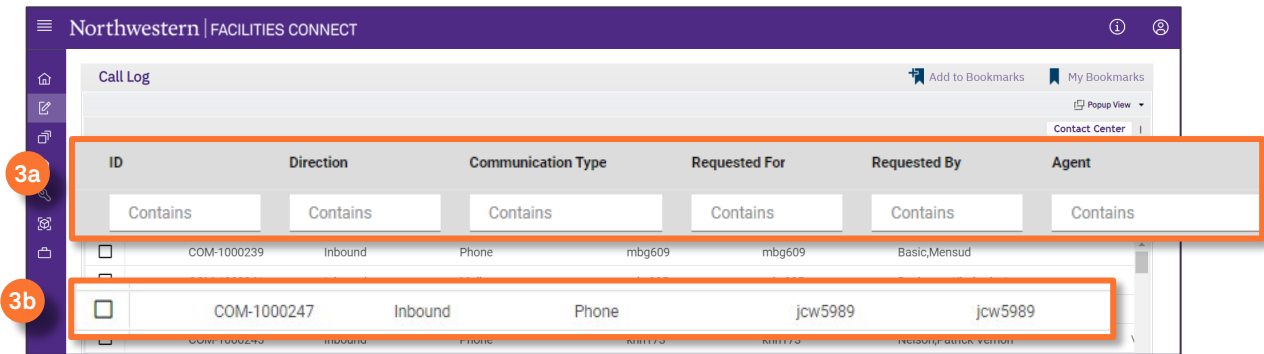
CUSTOMER SERVICE CONTACT CENTER: CALL LOG

DIRECTIONS:

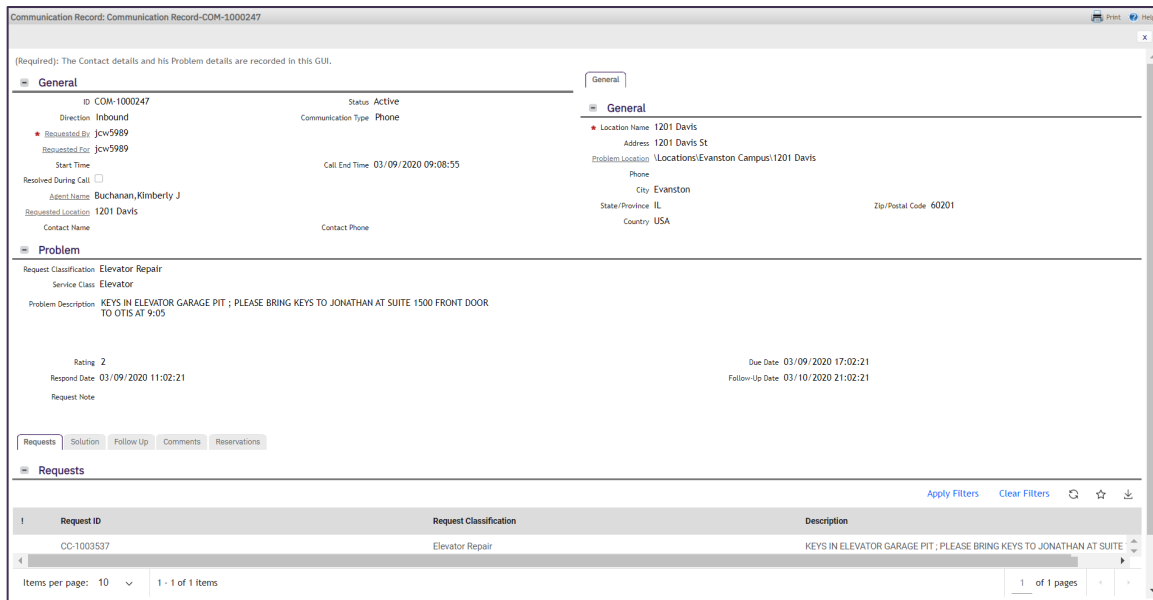
3 Upon clicking, you will be taken to the **Call Log**; a searchable repository of FC Contact Center Communication Records.

3a To search for specific **Communication Records**, use the search fields located within the column headers.

3b Once you have located the desired **Communication Record**, click anywhere on the record line to open and view details.



4 Upon clicking, the details of the **Communication Record** will be visible.



▼ TIP & TRICKS

When looking at the Communication Record, you can find information such as:

- ❖ Requested For/By (i.e. Requestor NetIDs)
- ❖ Customer Service Agent Name (i.e. Agent who recorded the interaction)
- ❖ Problem Details Reported
- ❖ Location Details Reported
- ❖ Resulting and/or Related Service Requests