



CUSTOMER SERVICE

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.

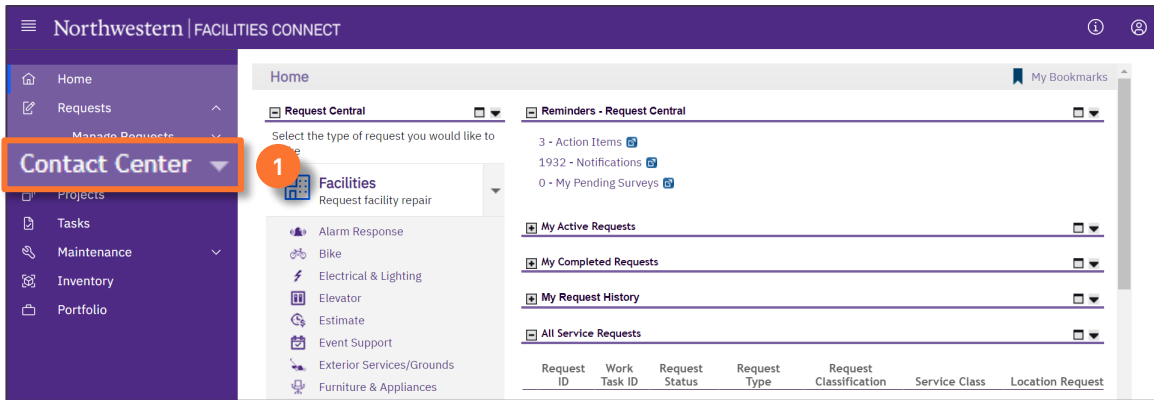
▼ INFORMATION

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:

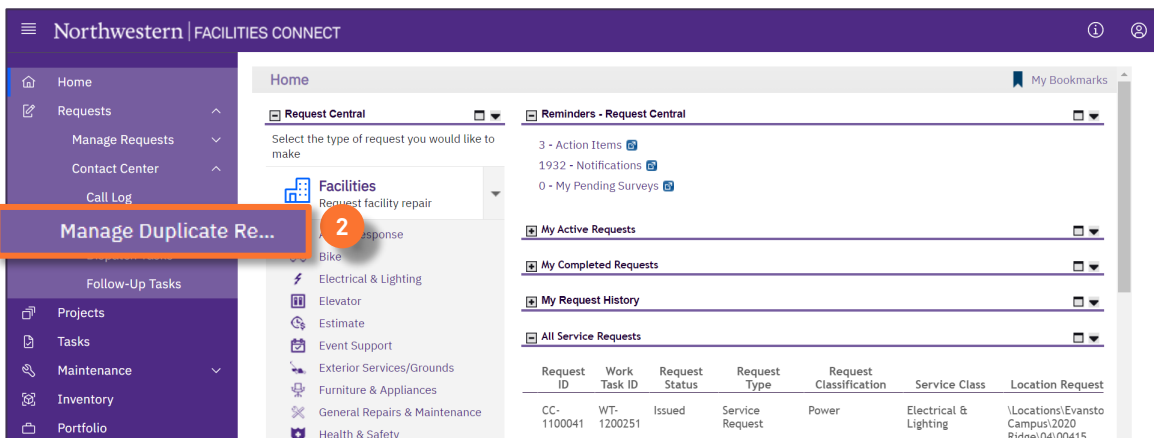
1 To access the **Manage Duplicate Tasks Queue** from the **Requests** section,.

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



2 Locate the sub-section menu option for **Contact Center**,

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



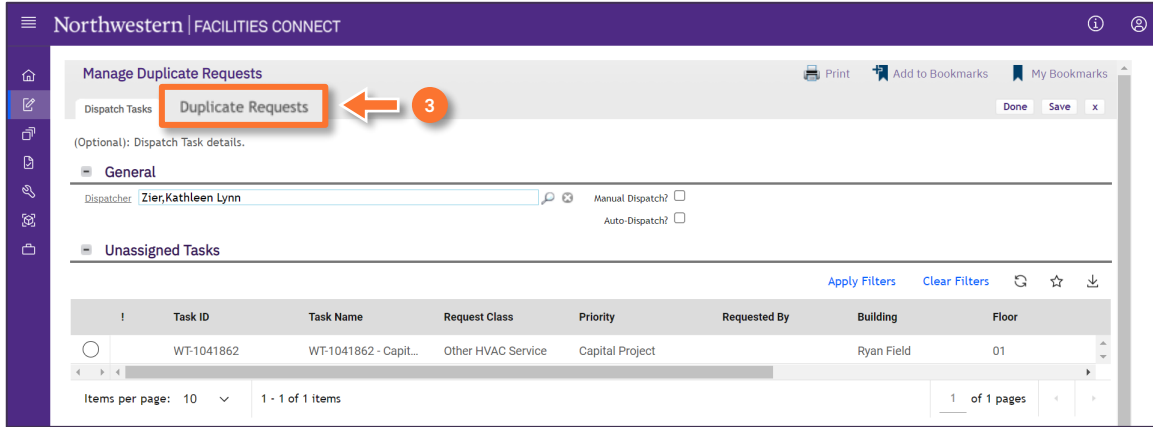


CUSTOMER SERVICE

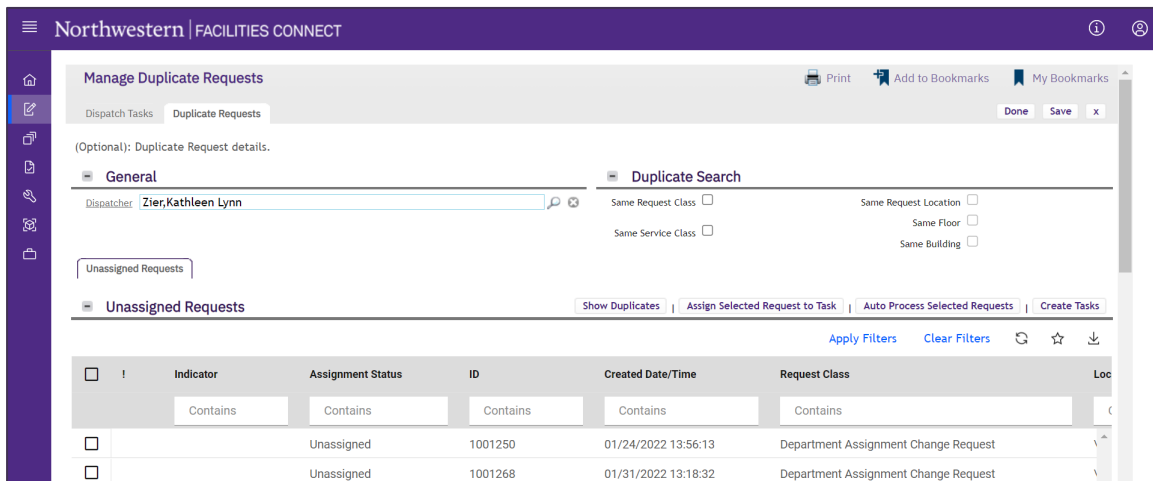
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

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



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



▼ 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.



CUSTOMER SERVICE

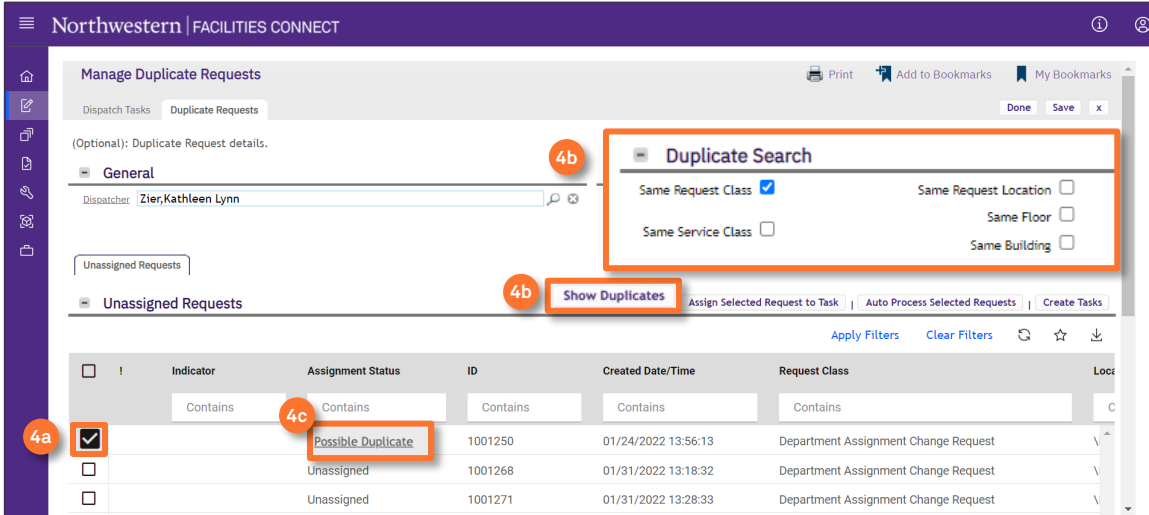
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

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

4a Click the **Checkbox** beside any item shown as a possible duplicate.

4b 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.



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.

ID	Task Name	Request Class	Service Class	Work Location	Planned Start	Planned End	Status
WT-1027616	WT-1027616 - Urgent_Cook Hall (Misb) Lights	\\Classifications\Request Class\Facilities\Electrical & Lighting\Lights	Electrical & Lighting	\\Locations\Evanston Campus\Cook Hall (Misb)\0101141	12/10/2019 16:38:38	12/11/2019 00:38:38	Active

4c 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.



CUSTOMER SERVICE

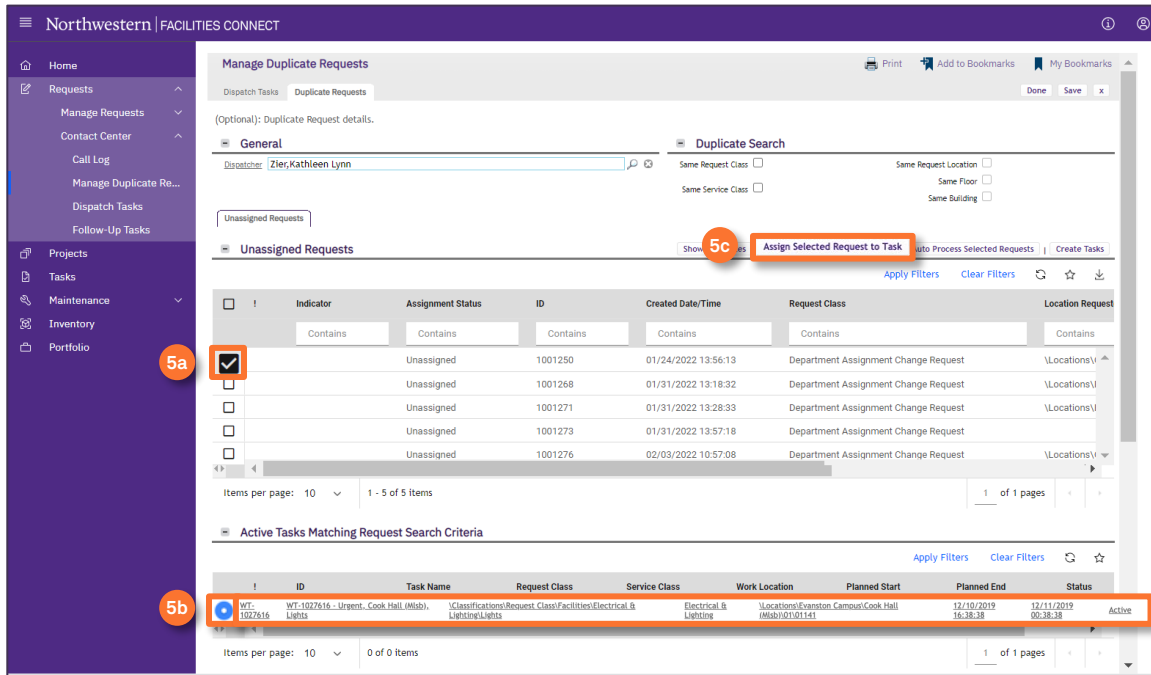
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

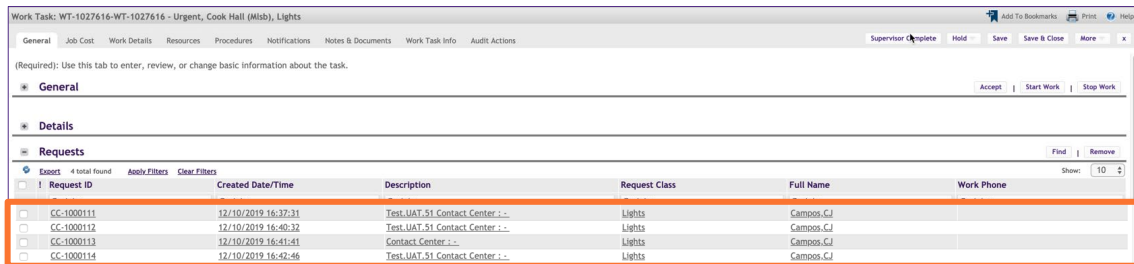
5

If you have verified genuine duplicates and wish to combine a new **Service Request** with an existing **Work Task**:

- 5a Click the **Checkboxes** for each of the **Unassigned Requests** that apply.
- 5b Click on, the **radio** button to select the duplicate **Work Task**.
- 5c Click the **Assign Selected Request to Task** button to merge the request(s) with the existing **Work Task**.



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





CUSTOMER SERVICE

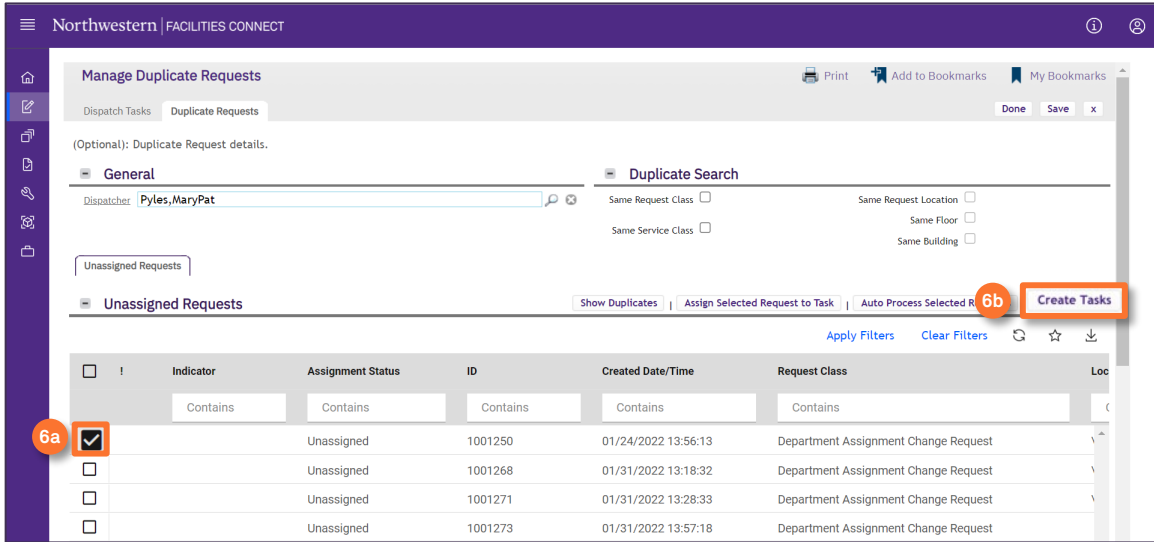
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

6 If you have found the new **Service Request** is NOT a duplicate of a **Work Task(s)**:

6a Click the **Checkboxes** for the **Unassigned Request(s)** that apply.

6b Click **Create Task** to process the **Service Request(s)** as a new **Work Task**.



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

