CUSTOMER SERVICE
SEARCH ON HOLD TASKS

Provides guidance for locating and searching Work Tasks which are in the On-Hold status in Facilities Connect.

▼ GETTING STARTED

Work Tasks which have been placed on-hold are located on the **Tasks** screen. For more information on navigating to the **Tasks** screen, please refer to the **Customer Service: Task Screen** job aid.

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1 From the **Tasks** screen:

1a Locate the **Manage Tasks** section on the left-hand side of the screen.

1b Click on the **All Tasks** option at the bottom of the list.

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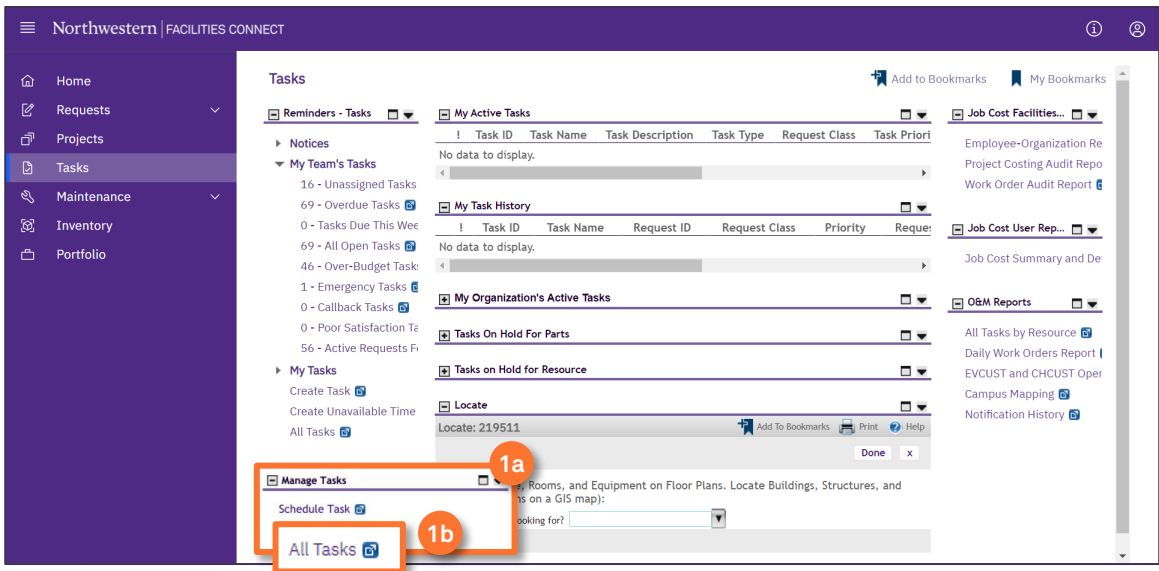
2 Upon tapping, the **All Tasks** screen will open. Because of the size of the report, the default view will be blank.

2a Enter criteria in any of the search fields beneath each of the column headers.

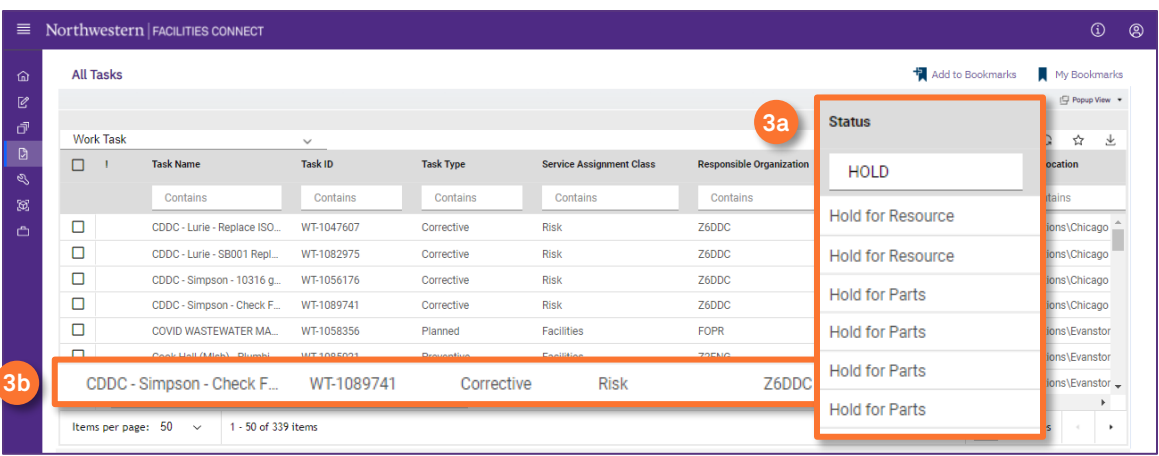**2b** Initiate the search by pressing the **Enter** key.
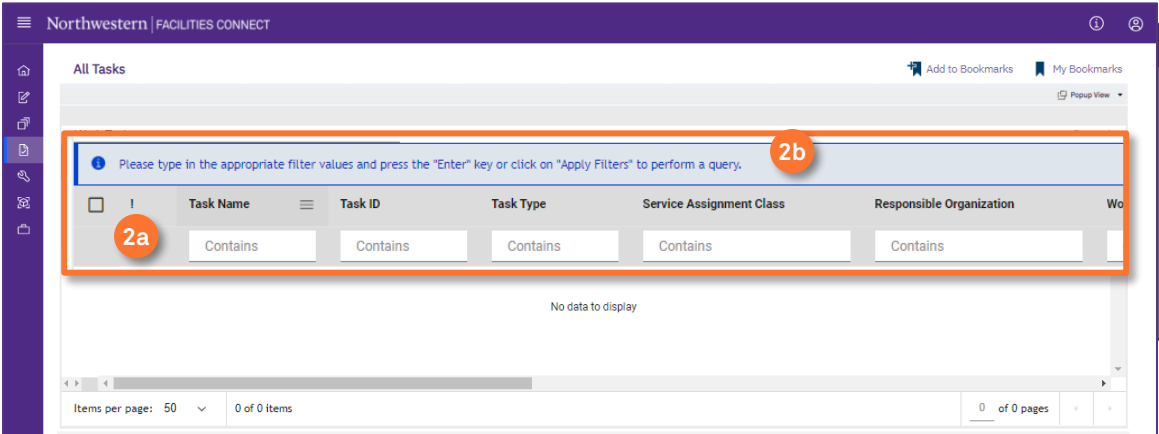
CUSTOMER SERVICE
SEARCH ON HOLD TASKS

DIRECTIONS:

3 In the **Status** column search bar:

3a Type the word '**Hold**' and press **Enter** to view all **Work Tasks** with a **Hold** status.

3b Click on the **Work Task** you wish to view.

▼ INFORMATION

While Facilities Connect offers four (4) types of Holds that can be applied to a Work Task, only the **Hold for Parts** and **Hold per Requester** options are viewable on both of FC desktop and FC Mobile (OTG). Please use **Hold for Parts** for parts related holds and **Hold per Requester** as a catchall for all other hold types.

- ❖ Hold for Information – on hold pending further information.
- ❖ Hold for Parts – on hold pending parts on order.
- ❖ Hold for Resource – on hold until more resources or a specific resource is available to assist.
- ❖ Hold per Requestor – on hold per the Requestor.

4 Upon clicking, the **Work Task** pop-up will appear.

4a Click on the **Notes & Documents** tab.
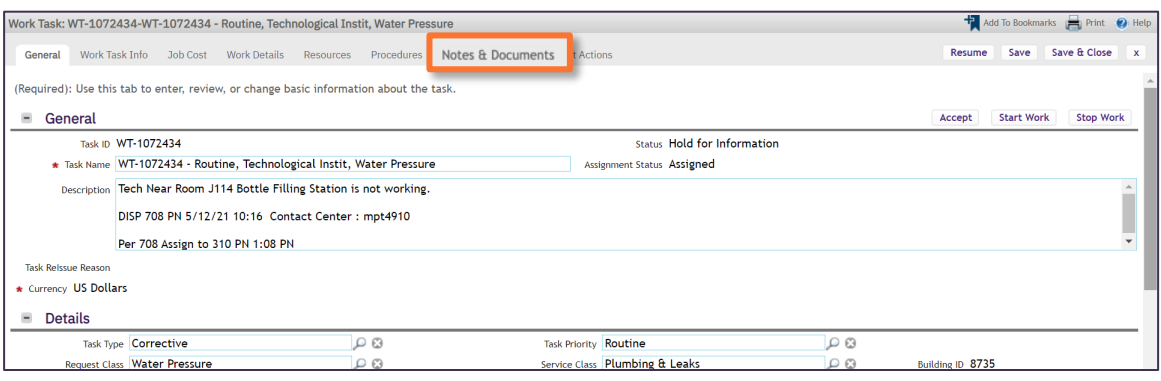
CUSTOMER SERVICE
SEARCH ON HOLD TASKS

DIRECTIONS:

4 *Cont.*

From the **Notes & Documents** tab, in the **Comments** section:

4b Locate the **Comment Type** labeled **Hold Action** and view the **Comment** explanation for why the **Work Task** was placed **On Hold**.