



CUSTOMER SERVICE

CUSTOMER SERVICE: REQUESTS SCREEN

Provides guidance for locating and navigating the Request Screen in Facilities Connect.

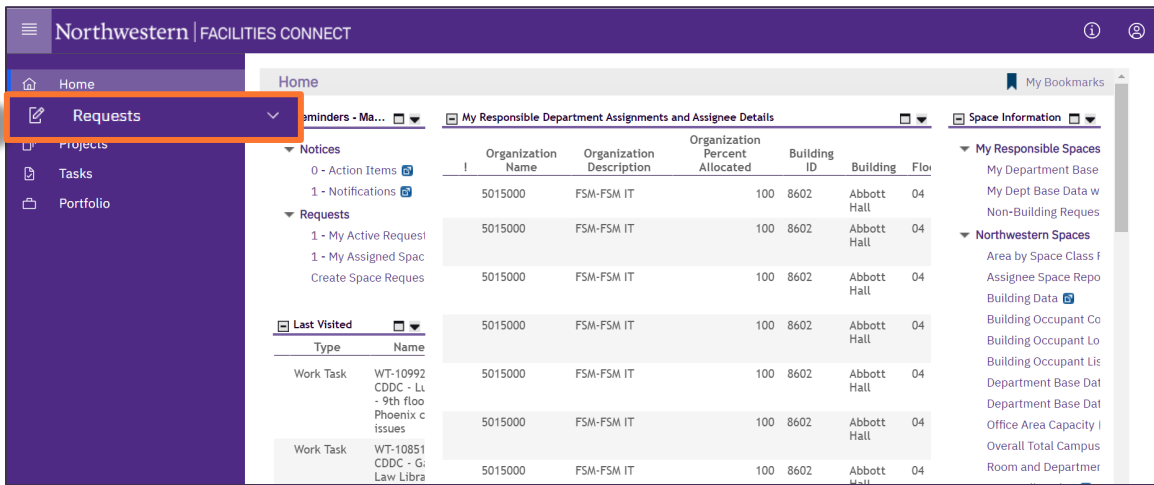
GETTING STARTED

The **Request** screen is located on the **Home** Screen – for instructions on logging into Facilities Connect, please refer to **Customer Service: FC Access and Home Screen** job aid.

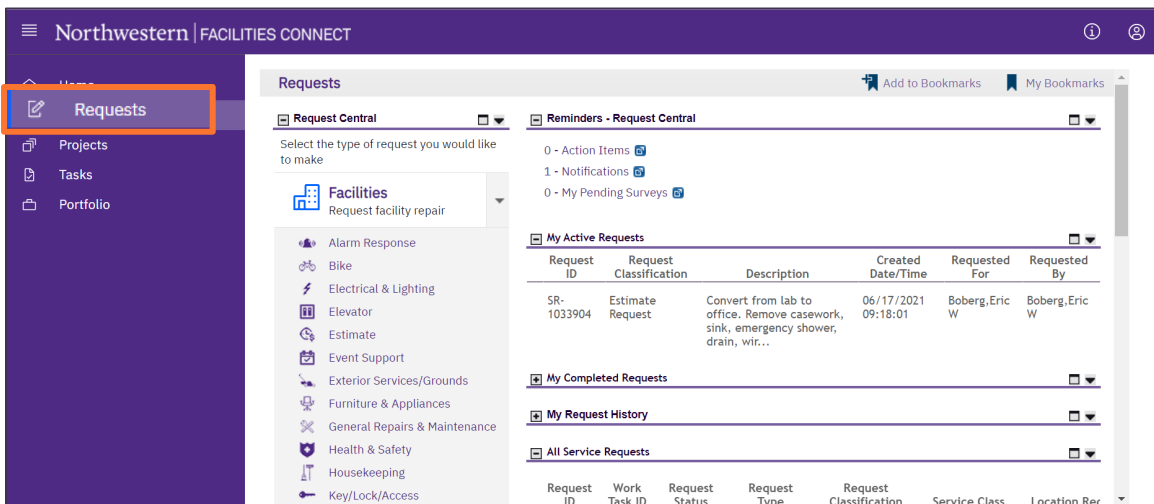
DIRECTIONS:

1 From the **Facilities Connect** home screen:

1 Click on the **Requests** section.



2 The **Requests** screen includes the similar sections as the **Home** screen, with two additional sections.





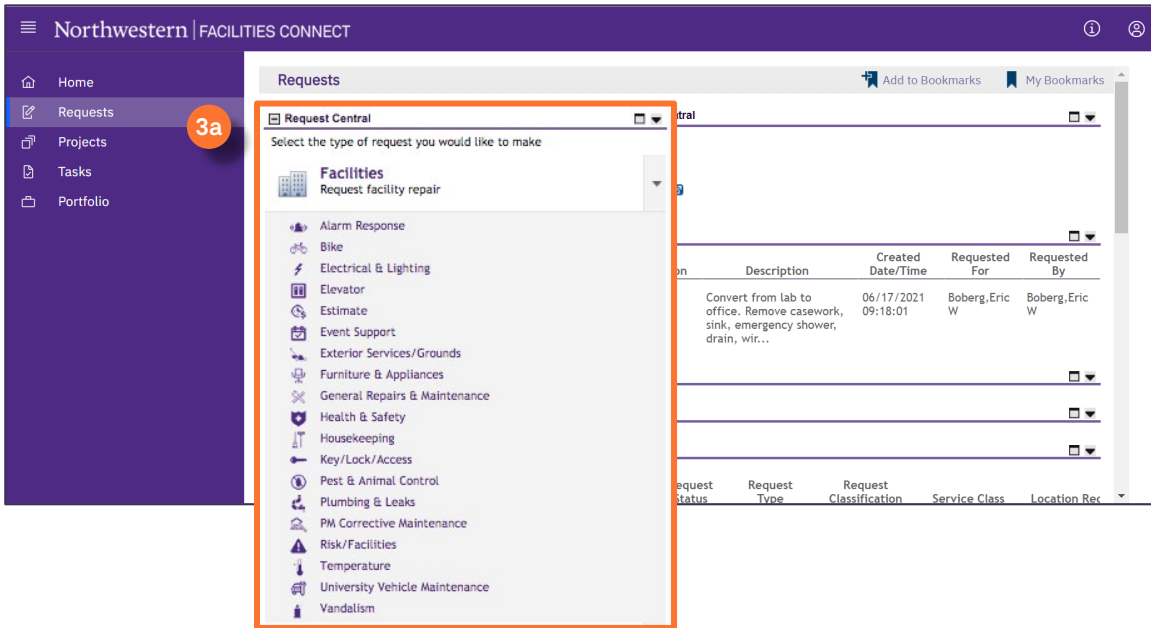
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DIRECTIONS:

3 The Requests screen includes the following major sections:

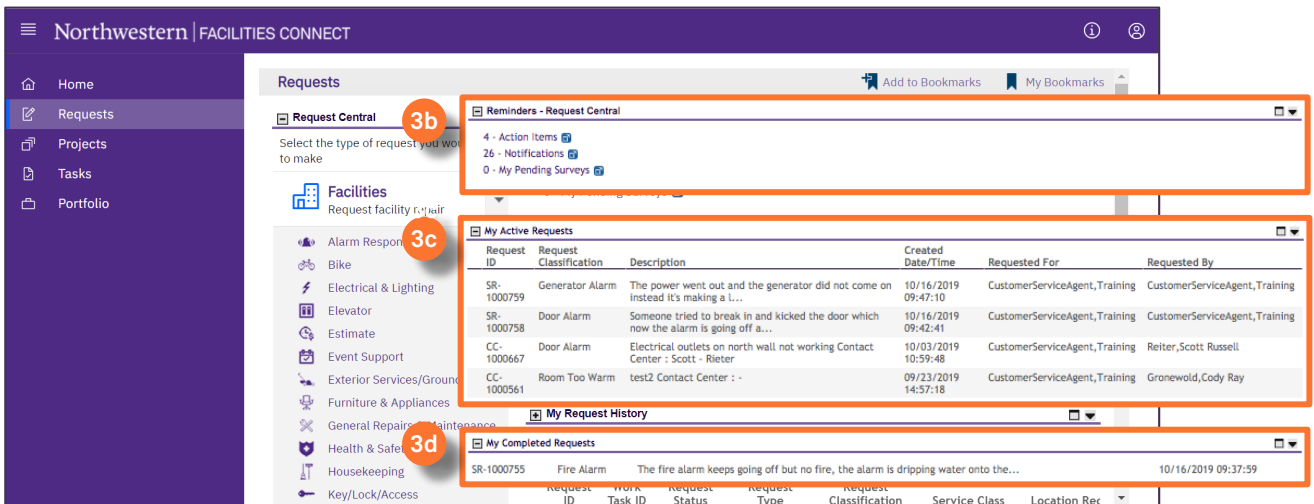
3a Request Central: Portal for initiating new Service Requests



3b Reminders: Request Central: Action Items or Notifications pertaining to personal Service Requests.

3c My Active Requests: All active Service Requests that you have submitted.

3d My Completed Requests: All personal Service Requests that have been completed.





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DIRECTIONS:

3

CONTINUED:

- 3e My Request History: All Service Requests (submitted by you) which are either completed or are pending approval.
- 3f All Service Requests: Full list of all Service Requests no matter who submitted them.

My Request History

Request ID	Created Date/Time	Service Requested	Description	Status	Requested For	Requested By
CC-1000561	09/23/2019 14:57:18	Room Too Warm	test2 Contact Center : -	Issued	CustomerServiceAgent, Training	Gronewold, Cody Ray
CC-1000667	10/03/2019 10:59:48	Door Alarm	Electrical outlets on north wall not working Contact Center : Scott - Rieter	Issued	CustomerServiceAgent, Training	Reiter, Scott Russell
SR-1000755	10/16/2019 09:37:59	Fire Alarm	The fire alarm keeps going off but no fire, the alarm is dripping water onto the...	Completed	CustomerServiceAgent, Training	CustomerServiceAgent, Training
SR-1000758	10/16/2019 09:42:41	Door Alarm	Someone tried to break in and kicked the door which now the alarm is going off a...	Issued	CustomerServiceAgent, Training	CustomerServiceAgent, Training
SR-1000759	10/16/2019 09:47:10	Generator Alarm	The power went out and the generator did not come on instead it's making a L...	Issued	CustomerServiceAgent, Training	CustomerServiceAgent, Training

All Service Requests

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup
			Service Request	Appliances (Lab)	\Locations\Evanston Campus\Cresap Lab.	OPS.SYS.CC_ADD.066 Contact Center : -	s-trackman@northwestern.edu	Trackman, Scott C
SR-1000838	WT-1028691	Issued	Alarm Response	Fire Alarm	\Locations\Evanston Campus\Ryan Center	test	anthony.ndungu@northwestern.edu	Ndungu, Anthony
SR-1000837	WT-1028690	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\2020 Ridge\04-00404	Hanging chad .. please fix		GeneralRequestor, Trai
SR-1000836	WT-1028689	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\Swift Hall\Annex	This time I'll attach the photo	s-trackman@northwestern.edu	csiGeneralRequestor1,
SR-1000835	WT-1028688	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\Technological Instit	Can I see the photo	s-trackman@northwestern.edu	csiGeneralRequestor1,
SR-1000834	WT-1028687	Issued	Bike Other	Bike Other	\Locations\Evanston Campus\University Hall	Can I see the Photo.	g-grenfrow@northwestern.edu	csiServTech_C_CARPER Carpenter