



SUPERVISOR

SEARCH ALL SERVICE REQUESTS

Provides guidance to Customer Service in locating and searching all Service Requests in Facilities Connect Desktop.

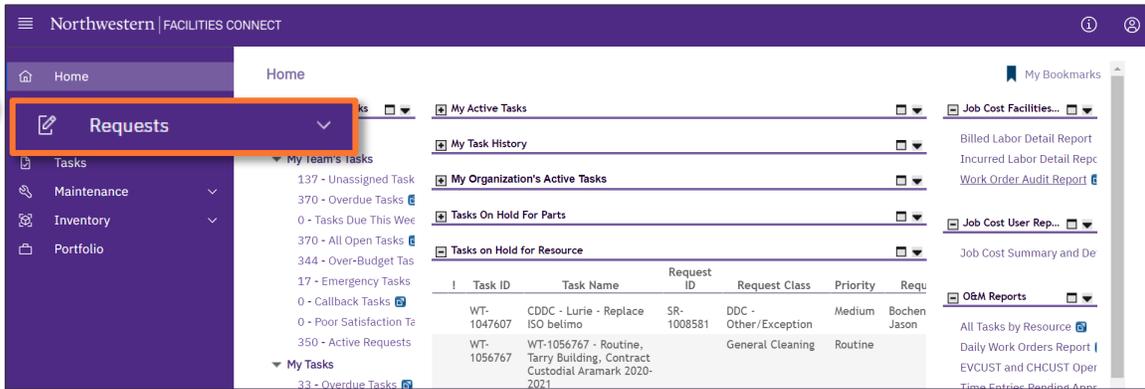
INFORMATION

There are other routes to locate the **All Service Requests** section. The below route demonstrates the most optimal path to locate and search for current and past Service Requests. The reverse side of this job aid demos the best practice sorting and searching features for locating and searching **All Service Requests**. It is recommended to follow these steps for more consistent results.

DIRECTIONS:

1 From the Facilities Connect Main Menu:

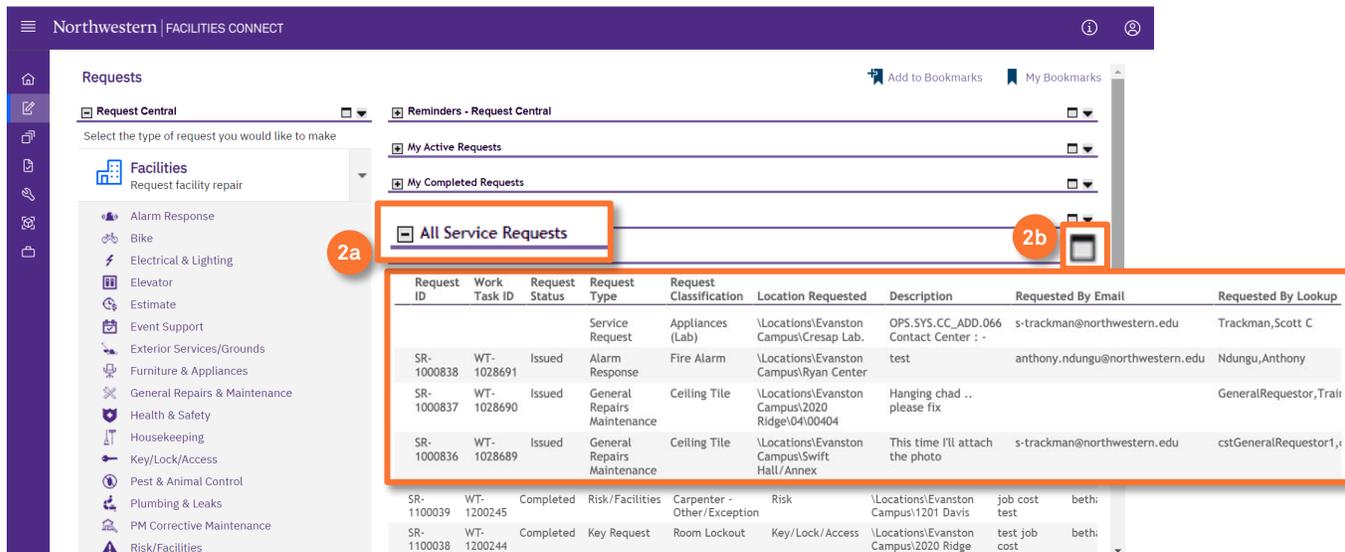
1 Click on the **Request** section.



2 From the Facilities Connect **Requests** Screen:

2a Scroll to the bottom of the page and locate the **All Service Requests** section.

2b Click the **Maximize** button.





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DIRECTIONS:

3 From the maximized **All Service Requests** section:

3a Utilize the sorting and search features to locate a Service Request.

Request ID	Work Task ID	Request Status	Request Type	Request Classification
Contains	Contains	Contains	Contains	Contains
CC-1100041	WT-1200251	Issued	Service Request	Power
SR-1100040		Review In Progress	Furniture Appliances	Hang Bulletin/White Board
SR-1100039	WT-1200245	Completed	Risk/Facilities	Carpenter - Other/Exception



3b Click on any **column header label** to toggle sort order (ascending and descending).

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Service
Contains	Contains	Contains	Contains	Contains	Co
CC-1100041	WT 1200000		Service Request	Power	Ele
SR-1100040	WT-1027523	ogress	Furniture Appliances	Hang Bulletin/White Board	Fur
SR-1100039	WT-1027524		Risk/Facilities	Carpenter - Other/Exception	Ris
SR-1100038	WT-1027524		Key Request	Room Lockout	Ke
SR-1100037	WT-1027525		Heating & AC	Room Too Cold	Ter
	WT-1027526				

*** In this example we're clicking on the **Work Task ID** to sort in ascending and descending order*

▼ INFORMATION

The list's default sort setting is in descending order (i.e. newest first). Clicking on the **column header** changes sorting to ascending order (i.e. oldest first). Clicking on the **column header** a second time returns to the default setting.

▼ TIP & TRICKS

If you are looking for a WT that you or your Technicians submitted, you can use the **Requestor Name** column to search for a specific name.

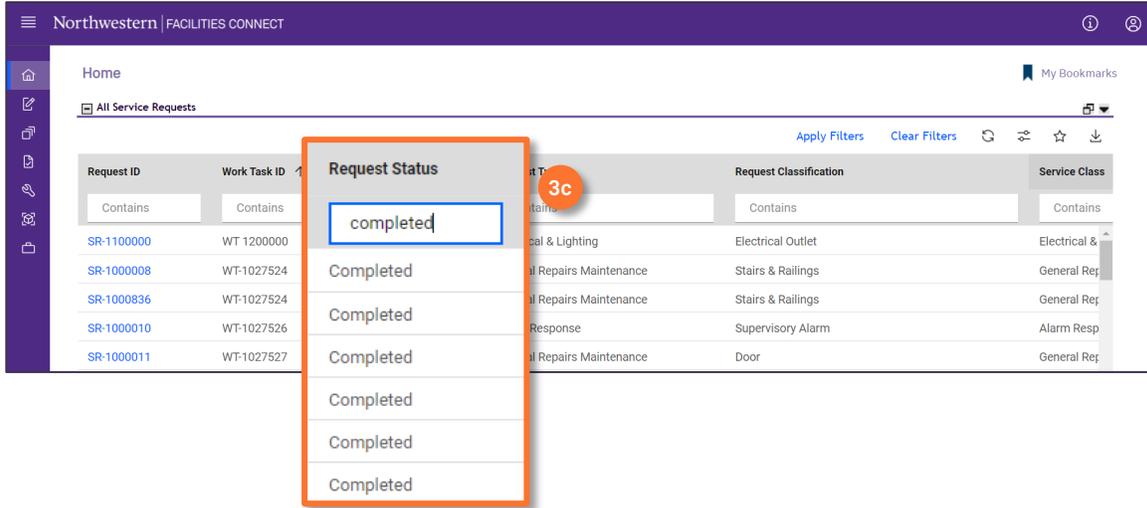


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DIRECTIONS:

3 Cont.

3c Type a keyword into the search field to narrow the search results.



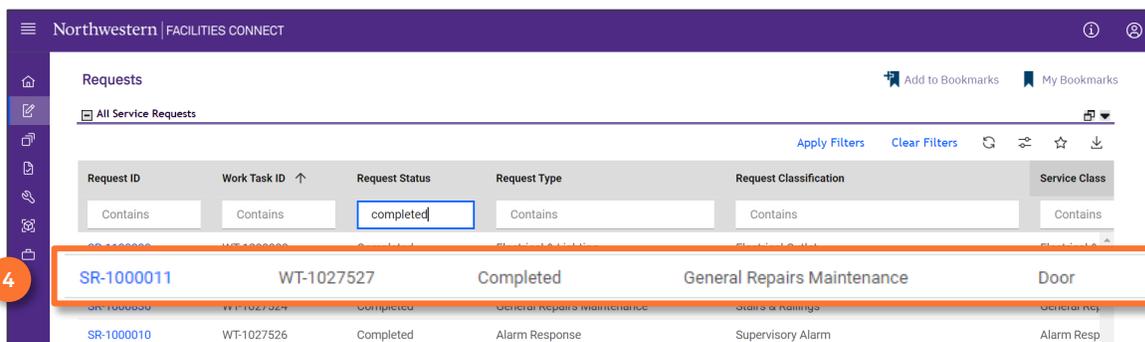
** In this example we typed 'Completed' in the Request Status column to find all Completed requests

▼ TIP & TRICKS

Layering filters will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.

4 Once you have located the desired Service Request:

4 Click on any field to open the Service Request.





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DIRECTIONS:

5

Upon clicking, the **Service Request Detail** will open. In order to access an associated **Work Task** (if applicable):

- 5a Scroll to the bottom of the **Service Request** detail and locate the **Work Task** section.
- 5b Click anywhere on the **Work Task** record to open and review.

Estimate Request: SR-1000820-0

General | Graphic | Notifications | Notes & Documents | Audit Actions

(Instruction): To submit an Estimate Request, complete the form below then click Submit.

General
Request ID SR-1000820 Status Completed
Request is for Me Someone Else

Requested For
Net ID
Name StewardRequestor,Training
Work Phone
Email matthew.ridge@northwestern.edu

Requested By
Net ID trainingstreq1
Name StewardRequestor,Training
Work Phone
Email matthew.ridge@northwestern.edu

Request Details
If this is an emergency please call 911.
For urgent Facilities issues such as a leak, drastic change in temperature, or power outage, please call Facilities Customer Service at 847-491-5201 (Evanston), or 312-503-8000 (Chicago).
Building Norris University Ce
Floor 02
Room 0202A
Organization Northwestern
Service Requested Estimate Request
Preferred Access Time Anytime
I need to be present during your visit? Yes No

Billing Type
Billing Type No Charge

Describe Your Request (Required)
Please develop an estimate to improve lighting, replace carpet, and add new window blinds.

Other Locations
0 total found

Image	Name	Hierarchy Path	Parent Building	Parent Floor	Show
No data to display					20

Assets
0 total found

ID	Name	Description	Status	Show
No data to display				20

Comments
0 total found

Comment Type	Created By	Reference Date	Comment	Show
No data to display				20

Upload documents, pictures, emails, etc. to help in the completion of your work request

Related Documents
0 total found

Document Name	Document Description	Show
No data to display		20

Work Task
0 total found

Task ID	Task Name	Created Date Time	Description	Status	Total Time Log Hours
WT-1028644	WT-1028644 - Maintenance Project - Norris University Ce, Estimate Request	11/12/2019 13:46:37	Please develop an estimate to improve lighting, replace carpet, and add new window blinds.	Completed	0