



FACILITIES CONNECT DISPATCH \

FOR CUSTOMER SERVICE ASSOCIATES

FACILITIES CONNECT UPDATE

Later this year, the new Facilities Connect Operations & Maintenance (O&M) module will replace FAMIS as the system of record for work task management. While the FC Team prepares for your participation in testing and training activities (coming later this Fall), we want to preview some changes and new functionality you can expect to see with Facilities Connect. In this first newsletter, we'll preview some new features in the Facilities Connect service request process.

Service Request Process

Facilities Connect service requests will be very similar to the current process in FAMIS Web and will also include a few new features to help make customer interactions more informative, service requests more accurate, and corresponding work tasks more efficient.



WHAT'S NEW

- New Communications Records** will capture and store each customer interaction
 - Each interaction will be preserved even if the underlying issue is resolved or does not result in a service request
 - All records will be searchable / accessible by Customer Service
- New Customer Preferences** will be required for creating a service request, including:
 - Preferred Access Time**
 - Customer Needs to be Present (Y/N)**
- Improved Service Request Categories** will be better aligned with common issue types and frequent customer requests
- New Duplicates Screening** will help identify whether an issue has already been reported. Any duplicate requests are easily joined with the original, so that all parties are notified of status / completion.
- New Routing and Approval Rules** are built into the request workflow;
 - Building charges will be automatically approved and dispatched** to the appropriate shop(s) for action
 - Non-building charges will be routed to the Department / Unit Approver** for his / her review and approval

Q&A

- What information will be required to create a Service Request in Facilities Connect?**
 A: The service request will require the same information as FAMIS Web. As a new step, you will also select the customer's **Preferred Access Time** (e.g. morning, afternoon, anytime) and whether the **Customer Needs to be Present (Y/N)** at the time of service.
- Will these new features add more time or complexity to the customer service request process?**
 A: No, these new features are streamlined and will mostly occur behind the scenes. From the Customer Service Associate's perspective, the service request process will be a simple and efficient way for triaging and dispatching customer requests.
- What will be the learning curve for a Customer Service Associate using Facilities Connect?**
 A: As with any new system, you should expect a little bit of a learning curve while getting used to new screens, layout, and functionality. Facilities Connect's Customer Service processes are very similar or the same as FAMIS and will be well supported in training this November.

PROGRESS UPDATE

