CUSTOMER SERVICE

ADJUST RESPOND BY AND DUE DATE

Provides guidance for adjusting the respond by and due dates in a Work Task in Facilities Connect.

▼ GETTING STARTED

This job aid begins on the Tasks screen. For more information on navigating to the Tasks screen, please refer to the Customer Service: Task Screen job aid.

DIRECTIONS:

1. From the Tasks screen, scroll down to locate the Manage Tasks section:

   1. Click All Tasks.

2. Upon clicking, the All Tasks screen will open:

   2. Locate and click the Work Task you wish to view.

▼ TIP & TRICKS

Utilize the column filters and search function to locate the Work Task you wish to view. Layering your filters will make it easier to locate the Work Task.
DIRECTIONS:

1. Upon clicking the Work Task will open:
   - Scroll down to the **Planned** section.

2. On the Work Task **General** tab, in the **Planned** section:
   - Enter a new **Planned Start (Respond Date)**. Be sure to include both Date and Time in this field (e.g. 1/29/2020 08:00:00 is January 29th, at 8:00 AM).
   - Enter new **C. Planned Working Days** and **D. Planned Working Hours** (the sum of these two (2) fields will be used to calculate duration).

**INFORMATION**

There is no need to enter a **Planned End (Due Date)**. Once the **Planned Working Days** and **Planned Working Hours** durations have been entered and the **Planned Start (Response Date)** has been set, the **Planned End (Due Date)** will auto-calculate.
Once the Planned End (Due Date) details have been auto-updated:

- Verify Planned Start (Respond Date), Planned End (Due Date), and Total Planned Working Hours (C+D) are correct.
- Click the Save & Close button to complete the adjustment.