CUSTOMER SERVICE

SERVICE REQUEST QUEUE: MANAGING DRAFTS

Provides guidance for managing drafts in the Service Request queue in Facilities Connect. Can delete ALL drafts created in the Contact Center.

▼ GETTING STARTED

This guide begins on the Requests tab. For more information on access and navigation, refer to the Access and Home Screen job aid.

DIRECTIONS:

1. To access the Service Request queue:

   1. Click on the Manage Request drop down menu.

2. Upon clicking, you will see a table of the Service Request Categories:

   2. Under the Other section, locate and click on the Service Request option.
Upon clicking, the Service Request queue will open. To locate all requests in the Draft status:

3a. Enter the term Draft in the Status column.

3b. Press the enter key to complete the search action.

When accessing the Service Request queue, please note that the queue contains ALL Service Request (CCs) created only through the Contact Center. Therefore, a single Customer Service representative has access to all Service Requests (CCs), regardless of which Customer Service Agent created it.

Once you have sorted the Service Request queue:

4a. Click the check box next to the draft you want to delete.
Upon selecting your draft(s):

5 Click the **Delete** button.

**IMPORTANT**
Deleting a Draft is NOT a recoverable action. There is no way to restore the Draft after a representative deletes it.

6 The Draft will no longer appear in the Service Request queue.

**IMPORTANT**
If a representative accidentally selects a Service Request that is in the **Issued** or **Completed** status, that SR/CC will be moved to the **Retired** status and will NOT be permanently deleted. They can then **Unretire** the SR/CC if necessary.