CUSTOMER SERVICE

CONTACT CENTER: CALL LOG

Provides guidance for locating FC Contact Center Communication Records through the Call Log report.

▼ GETTING STARTED

The Call Log is located in the Contact Center section of the Requests screen. For more information on navigating to the Requests screen, please refer to the Customer Service: Requests Screen job aid.

▼ INFORMATION

The Call Log is where all Communication Records are housed. A Communication Record is logged into Facilities Connect Contact Center anytime Customer Service initiates an interaction with a Requester – whether by phone, through email, or via walk-up.

DIRECTIONS:

1. To access the Call Log, click on the Requests section. Locate the sub-section menu option for Contact Center.

   1a. Click on the dropdown arrow immediately to the right of the Contact Center option.

   1b. Next, click on Call Log.
Upon clicking, you will be taken to the **Call Log**; a searchable repository of FC Contact Center Communication Records.

To search for specific **Communication Records**, use the search fields located within the column headers.

Once you have located the desired **Communication Record**, click anywhere on the record line to open and view details.

Upon clicking, the details of the **Communication Record** will be visible.

- **TIP & TRICKS**

  When looking at the Communication Record, you can find information such as:
  - Requested For/By (i.e. Requestor NetIDs)
  - Customer Service Agent Name (i.e. Agent who recorded the interaction)
  - Problem Details Reported
  - Location Details Reported
  - Resulting and/or Related Service Requests