CUSTOMER SERVICE
CONTACT CENTER: DISPATCH TASKS
Provides guidance for locating un-dispatched Work Tasks through the Dispatch Tasks report.

▼ GETTING STARTED
The Dispatch Tasks Queue 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
In Facilities Connect, the Dispatch Tasks Queue serves as a catch-all for any Work Tasks which do not have an assigned recipient (e.g. a Service Request type which is not mapped to a shop/workgroup). Dispatch Tasks are monitored by Customer Service, who will assign/redirect any tasks from this queue, as necessary.

DIRECTIONS:
1. To access the Dispatch Tasks Queue from 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 Dispatch Tasks.
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DIRECTIONS:

2. Upon clicking, you will be taken to the Dispatch Tasks Queue. Locate the Unassigned Tasks section:
   2a. Locate the Unassigned Tasks section.
   2b. Once you have located the desired Work Task, click anywhere on the record line to open and view details.

TIP & TRICKS
Changing the Dispatcher will also allow you to narrow down Tasks when searching.

3. Review the Work Task Record. To redirect the Work Task to another Workgroup (e.g. Engineers Shop), you must update the Responsible Organization field (located on the General Tab), and/or update Work Task Resources (located on the Resources Tab).
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DIRECTIONS:

To update Responsible Organization, locate the Responsible Organization section on the General tab:

4a. From the Responsible Organization section, click on the Find button.

The Find Organizations pop-up window will appear:

4b. Use the Related Reports drop down menu and select Work Groups.

4c. Mark the radio button of the Work Group you wish to assign.

4d. Then, click on the Ok button to assign.
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DIRECTIONS:

Continued.

4e Click on the Save button to confirm the Responsible Organization.

To update the Work Task Resources:

5a First, click on the Resources tab.

5b Next, click on Find People.

The Find People pop-up window will appear:

5c Use the Related Reports drop down menu and select All People.
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DIRECTIONS:

Continued.

5d Then, mark the checkbox next to the name of the individual(s) you wish to assign as a **Resource**.

5e Then, click on the **Ok** button to assign. Repeat 5c and 5d as necessary for multiple individuals.

5f Click on the **Save** button to confirm the assignment(s).

**TIP & TRICKS**
Utilize the column headers and search bars to narrow your search. Searching by first and last name, sorted by **All People** is most effective way to locate a resource.