CUSTOMER SERVICE

CONTACT CENTER: MANAGE DUPLICATE REQUESTS

Provides guidance for managing potential duplicate Communication Records and Service Requests in Facilities Connect Desktop.

▼ GETTING STARTED

Manage Duplicate Requests 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

Customer Service is responsible for monitoring, managing, and actioning duplicate Service Requests. As suspected duplicate Service Requests are submitted (e.g. same request type with the same location); the Customer Service team will review and process these requests, either joining to existing Work Tasks or creating new Work Tasks (as appropriate).

DIRECTIONS:

1. To access the Manage Duplicate Tasks Queue from the Requests section,
   1. Click on the dropdown arrow immediately to the right of the Contact Center option.

   ![Image 1](image1.png)

2. Locate the sub-section menu option for Contact Center,
   2. From the menu, click on the Manage Duplicate Requests link.

   ![Image 2](image2.png)
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DIRECTIONS:

3 Upon clicking, you will be taken to the Manage Duplicate Requests menu. (Note: the default view will be of the Dispatch Tasks sub-tab).

3 Click on the Duplicate Requests sub-tab.

Upon clicking, the sub-tab will change to Duplicate Requests.

IMPORTANT

The workflow for potential Duplicate Requests (which are present in the Unassigned Requests Queue) have been halted. Since each has been flagged as a potential duplicate, manual intervention from Customer Service is required to either join with an Existing Work Task (i.e. a duplicate service request) or to process as a New Work Task (i.e. not a duplicate request). View Sections 5 and 6 of this topic for more details on processing potential duplicate requests.
Upon clicking, the existing Work Task which may be a match for the possible duplicate will appear in the **Active Tasks Matching Request Search Criteria** section.

As desired, click on the **Work Task** record to review available details, and validate whether the items in questions are genuine duplicates.
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DIRECTIONS:

5. If you have verified genuine duplicates and wish to combine a new Service Request with an existing Work Task:
   
   5a. Click the Checkboxes for each of the Unassigned Requests that apply.
   
   5b. Click on the radio button to select the duplicate Work Task.
   
   5c. Click the Assign Selected Request to Task button to merge the request(s) with the existing Work Task.

Upon clicking, the duplicate Service Requests will be removed from the Unassigned Request queue and added to the assigned Work Task.
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DIRECTIONS:

If you have found the new Service Request is NOT a duplicate of a Work Task(s):

6a. Click the Checkboxes for the Unassigned Request(s) that apply.

6b. Click Create Task to process the Service Request(s) as a new Work Task.

Upon clicking, the new Service Request will be removed from the Unassigned Request Queue and a new Work Task will be created.