CUSTOMER SERVICE
SEARCH ALL SERVICE REQUESTS
Provides guidance to Customer Service in locating and searching all Service Requests in Facilities Connect Desktop.

INFORMATION
The reverse side of this job aid demos the best practice sorting and searching features for locating and searching All Service Requests. It is recommended to follow these steps for more consistent results.

DIRECTIONS:
1a From the Facilities Connect Home Screen
   Scroll to the bottom of the page and locate the All Service Requests section.
1b Click the Maximize button.
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DIRECTIONS:

From the maximized **All Service Requests** section:

2a Utilize the sorting and search features to locate a Service Request.

2b Click on any **column header label** to toggle sort order (ascending and descending).

** In this example we’re clicking on the **Work Task ID** to sort in ascending and descending order.

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**INFORMATION**

The list’s default sort setting is in descending order (i.e. newest first). Clicking on the **column header** changes sorting to ascending order (i.e. oldest first). Clicking the **column header** a second time returns to the default setting.
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DIRECTIONS:

2 Cont.

2c Type a keyword into the search field to narrow the search results.

** In this example we typed ‘Completed’ in the Request Status column to find all Completed requests

TIP & TRICKS
Layering filters will only search within the parameters of the previous results. Use the Clear Filters button before conducting new searches.

3 Once you have located the desired Service Request:

3 Click on any field to open the Service Request.
Upon clicking, the **Service Request Detail** will open. In order to access an associated **Work Task** (if applicable):

**4a** Scroll to the bottom of the **Service Request** detail and locate the **Work Task** section.

**4b** Click anywhere on the **Work Task** record to open and review.