CUSTOMER SERVICE

CUSTOMER SERVICE: REQUESTS > MANAGE REQUESTS

Provides guidance for locating and navigating the Requests > Manage Requests sub-section in Facilities Connect.

▼ GETTING STARTED

Manage Requests is accessible from within the Requests section – for instructions on accessing the Requests screen, please refer to Customer Service: Requests Screen job aid.

DIRECTIONS:

1. From the Requests section:
   1. Locate and click on the Manage Requests sub-section appearing in the menu bar immediately below.

   ![Manage Requests Sub-section](image1)

2. In addition to sections also contained on the Requests screen, you may also access the following additional sections:
   2a. Performance Metrics – Manage Requests: Provides access to performance reporting (not currently used).
   2b. Requests Pending Approval: Provides a list of any Service Requests that you have submitted which are currently pending chartstring approval.

   ![Performance Metrics and Requests Pending Approval](image2)
DIRECTIONS:

3 To quickly search Service Requests based on Request Class, select the drop-down arrow under the Manage Requests sub-section:

3 Select the Request Class you which to view. A filtered report for the selected Request Class (below) will then appear for your review and additional filtering.

TIP & TRICKS

Use the column search and filter options to narrow your search for specific Service Requests.