CUSTOMER SERVICE

CUSTOMER SERVICE: REQUESTS > CONTACT CENTER

Provides guidance for locating and navigating the Requests > Contact Center 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 Contact Center sub-section appearing in the menu bar immediately below.

   ![Contact Center Screenshot]

   Upon clicking, the Contact Center - Customer Interaction Form will open:
   2. This form is used to capture and process all customer interactions and resulting Service Requests.

   ![Customer Interaction Form Screenshot]

▼ INFORMATION

For a detailed walkthrough, please refer to the job guide Contact Center: Customer Interaction Form.
DIRECTIONS:

The **Contact Center** sub-section also contains a dropdown menu offering additional menu options used by NU Facilities Customer Service, including:

- **Call Log**: Report containing all recorded FC customer interactions
- **Manage Duplicate Requests**: Report of flagged, potential duplicate Service Requests (for action by Customer Service)
- **Dispatch Tasks**: Report of Work Tasks without an identified workgroup owner (for action by Customer Service)
- **Follow-Up Tasks**: Report of user-defined Follow-Up Tasks (specific to each Customer Service Agent)