



CUSTOMER SERVICE

# CUSTOMER SERVICE: REQUESTS > CONTACT CENTER

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

## ▼ GETTING STARTED

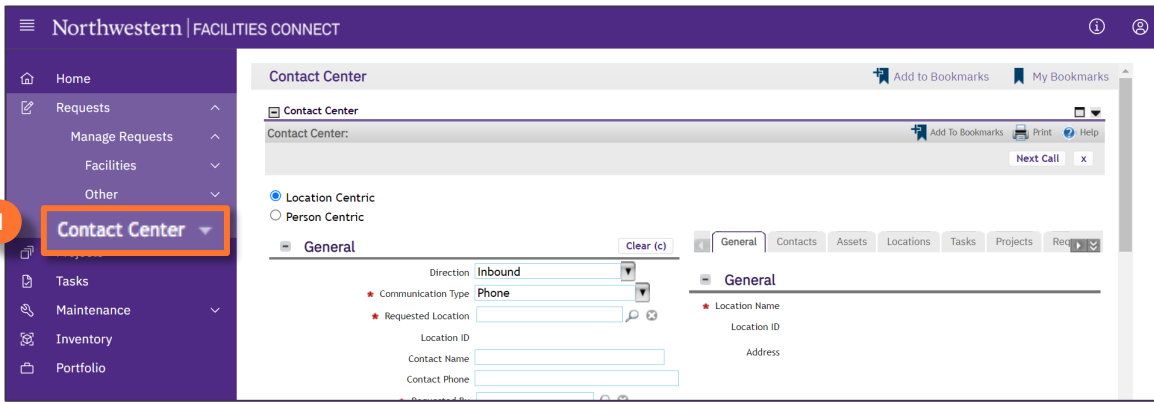
**Manage Requests** is accessible from within the **Requests** section – for instructions on accessing the Requests screen, please refer to **Customer Service: Requests screen** job aid.

### DIRECTIONS:

1

From the **Requests** section:

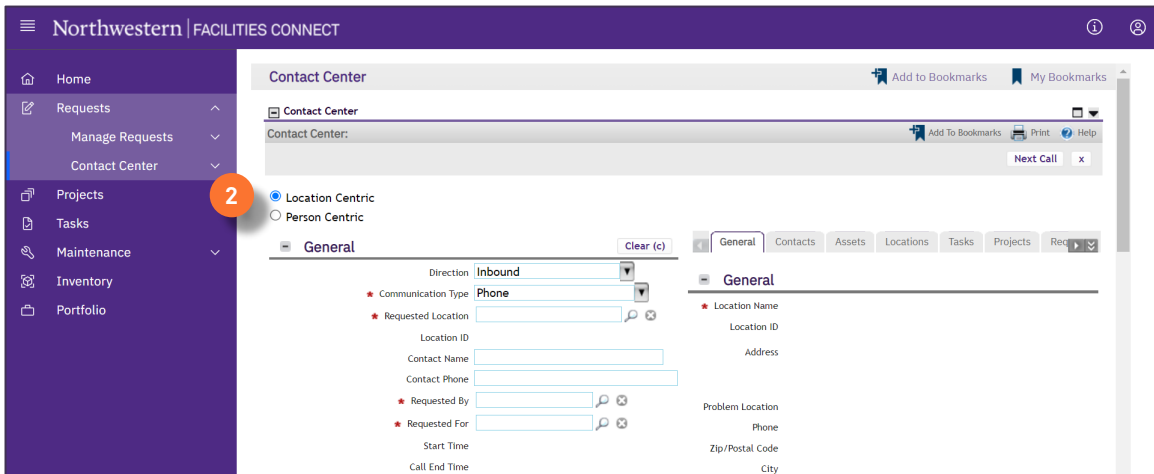
1 Locate and click on the **Contact Center** sub-section appearing in the menu bar immediately below.



2

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.



## ▼ INFORMATION

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



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DIRECTIONS:

3

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)

