CUSTOMER SERVICE

CONTACT CENTER: DISPATCH TASKS

Provides guidance for locating un-dispatched Work Tasks through the Dispatch Tasks report.

▼ GETTING STARTED

Dispatch Tasks is located in the Contact Center section of the **Requests** tab. For more information on navigating to the **Requests** tab, please refer to the **Access + Navigation: Requests Tab** job aid.

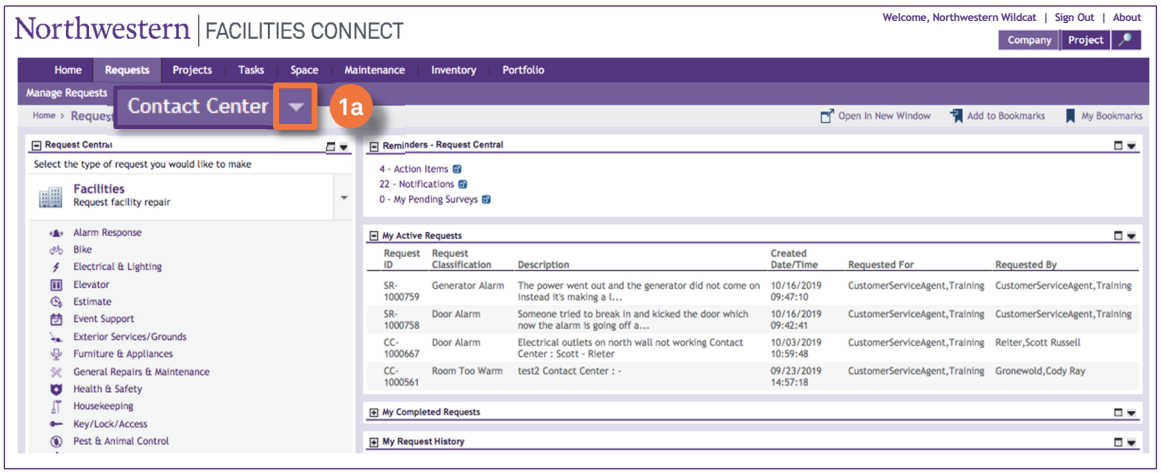
▼ INFORMATION

In Facilities Connect, the **Dispatch Tasks Queue** serves as a catch-all for any Work Tasks which do not have an assigned recipient (e.g. a Service Request type which is not mapped to a shop/workgroup). Dispatch Tasks are monitored by Customer Service, who will assign/redirect any tasks from this queue, as necessary.

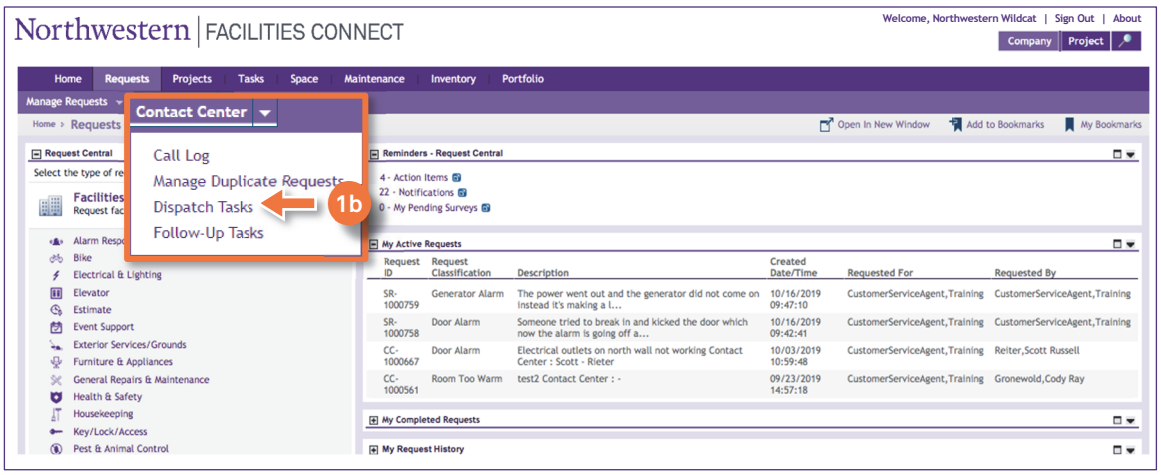
DIRECTIONS:

1 To access the **Dispatch Tasks Queue** from the **Requests** tab, locate the sub-menu option for **Contact Center**.

1a Click on the dropdown arrow immediately to the right of the **Contact Center** option.



1b Next, click on **Dispatch Tasks.**



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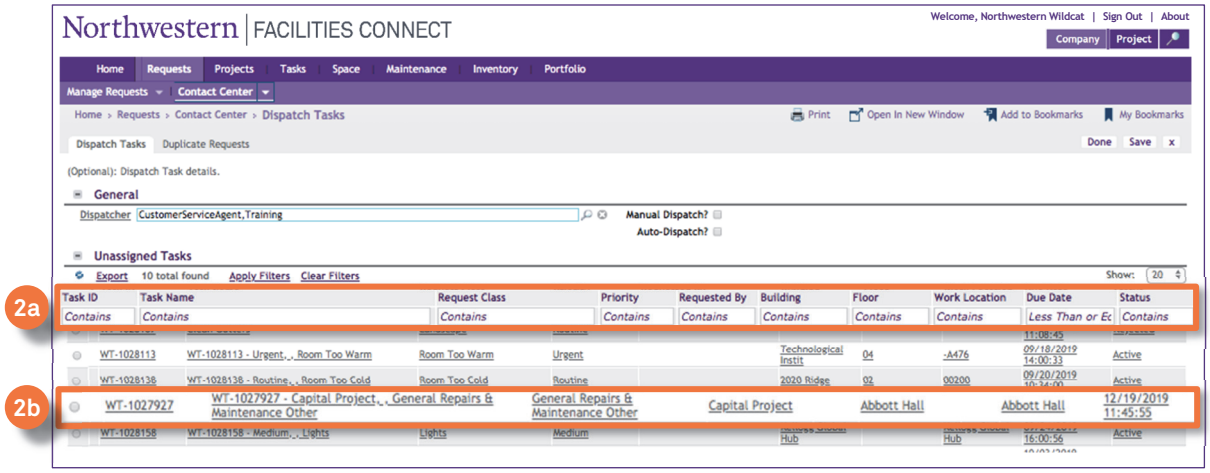
DIRECTIONS:

2 Upon clicking, you will be taken to the **Dispatch Tasks Queue**.

2a To search for a specific un-dispatched **Work Task**, use the search fields located within the column headers.

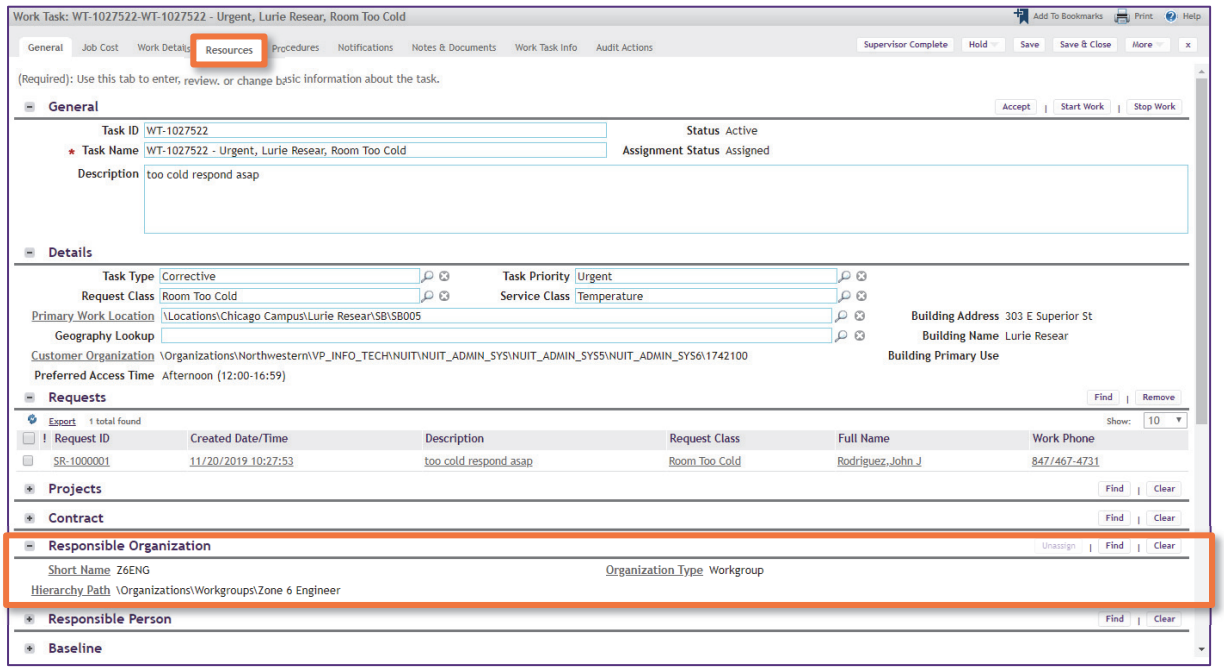
2b Once you have located the desired **Work Task**, click anywhere on the record line to open and view details.



▼ TIP & TRICKS

Changing the Dispatcher will also allow you to narrow down Tasks when searching.

3 Review the **Work Task Record**. To redirect the Work Task to another Workgroup (e.g. Engineers Shop), you must update the **Responsible Organization** field (located on the General Tab), and/or update **Work Task Resources** (located on the Resources Tab).



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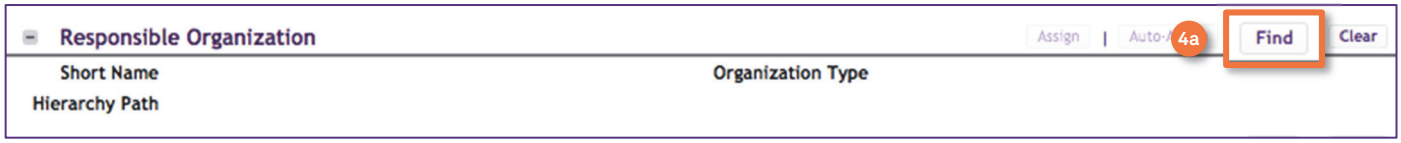
DIRECTIONS:

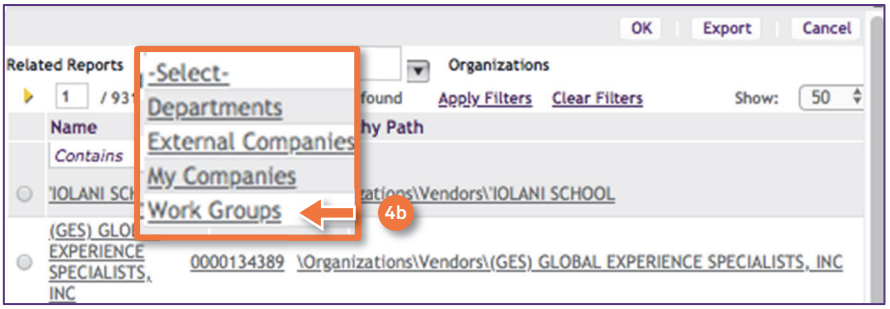
4 To update **Responsible Organization**, locate the **Responsible Organization** section on the **General** tab:

4a From the Responsible Organization section, click on the **Find** button.



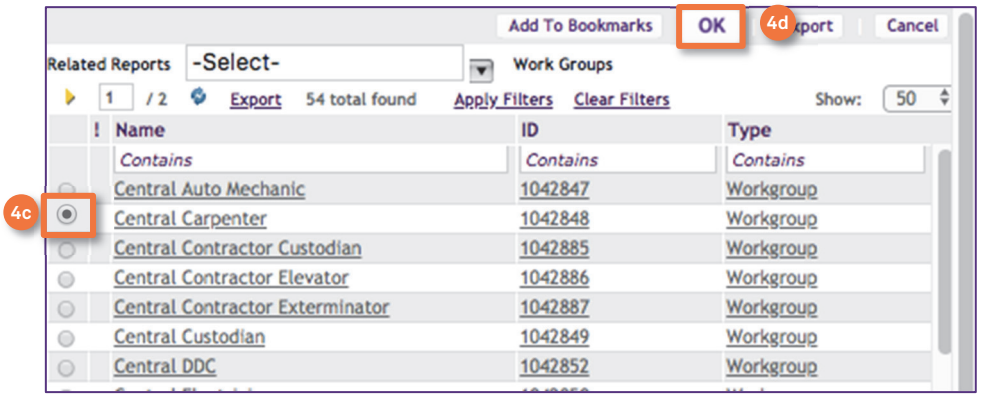
The **Find Organizations** pop-up window will appear:

4b Use the **Related Reports** drop down menu and select **Work Groups**.



4c Mark the radio button of the **Work Group** you wish to assign.

4d Then, click on the **Ok** button to assign.



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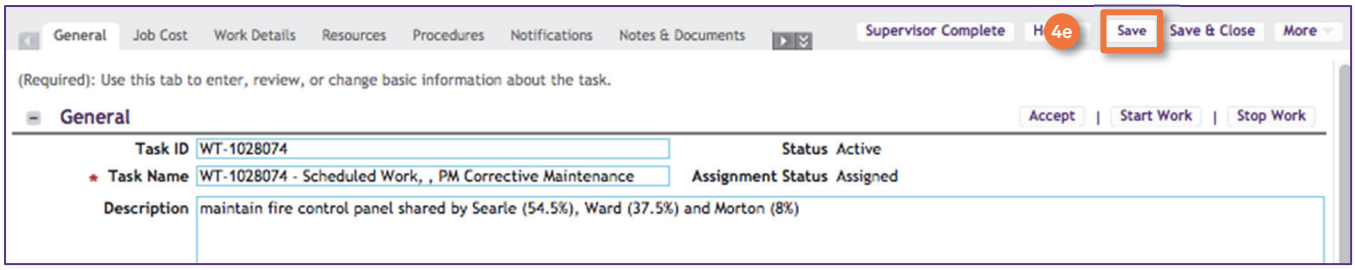
DIRECTIONS:

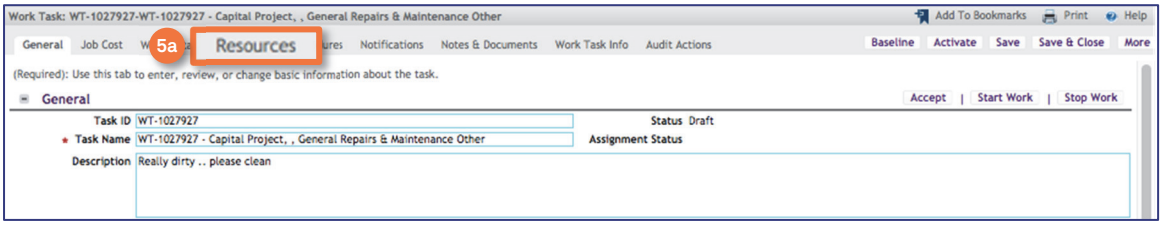
4 *Continued.*

4e Click on the **Save** button to confirm the **Responsible Organization**.

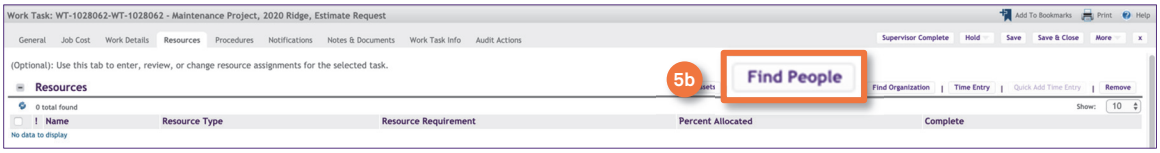


5 To update the **Work Task Resources**:

5a First, click on the **Resources** tab.

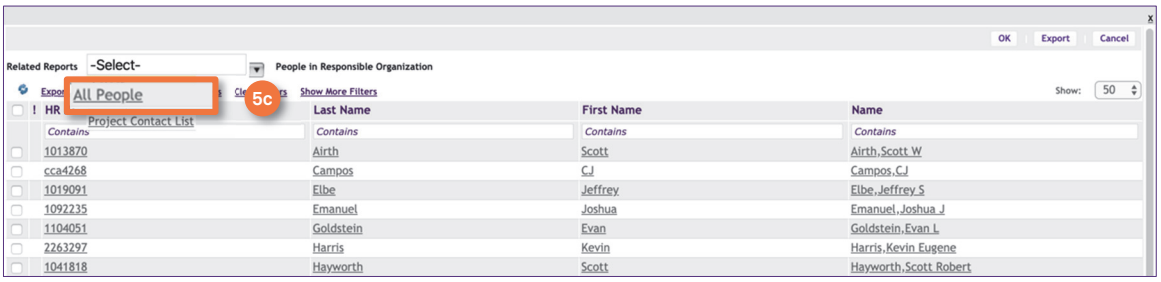


5b Next, click on **Find People**.



The **Find People** pop-up window will appear:

5c Use the **Related Reports** drop down menu and select **All People**.



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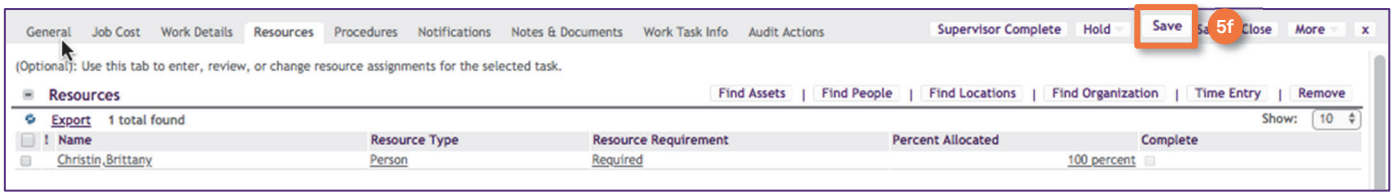
DIRECTIONS:

5 *Continued.*

5d Then, mark the checkbox next to the name of the individual(s) you wish to assign as a **Resource**.

5e Then, click on the **Ok** button to assign. Repeat **5c** and **5d** as necessary for multiple individuals.

5f Click on the **Save** button to confirm the assignment(s).



▼ TIP & TRICKS

Utilize the column headers and search bars to narrow your search. Searching by first and last name, sorted by **All People** is most effective way to locate a resource.