CUSTOMER SERVICE
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

Provides guidance for managing potential duplicate Communication Records and Service Requests in Facilities Connect Desktop.

▼ GETTING STARTED

Manage Duplicate Requests 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

Customer Service is responsible for monitoring, managing, and actioning duplicate Service Requests. As suspected duplicate Service Requests are submitted (e.g. same request type with the same location); the Customer Service team will review and process these requests, either joining to existing Work Tasks or creating new Work Tasks (as appropriate).

DIRECTIONS:

1. To access the Manage Duplicate Tasks Queue from the Requests tab, locate the sub-menu option for Contact Center.
   1. Click on the dropdown arrow immediately to the right of the Contact Center option.

2. Upon clicking, you will be taken to the Request tab:
   2. From the menu, click on the Manage Duplicate Requests link.
CUSTOMER SERVICE
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

3. Upon clicking, you will be taken to the Manage Duplicate Requests menu. (Note: the default view will be of the Dispatch Tasks sub-tab).

3. Click on the Duplicate Requests sub-tab.

Upon clicking, the sub-tab will change to Duplicate Requests.

IMPORTANT

The workflow for potential Duplicate Requests (which are present in the Unassigned Requests Queue) have been halted. Since each has been flagged as a potential duplicate, manual intervention from Customer Service is required to either join with an Existing Work Task (i.e. a duplicate service request) or to process as a New Work Task (i.e. not a duplicate request). View Sections 5 and 6 of this topic for more details on processing potential duplicate requests.
CUSTOMER SERVICE
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

4. From the **Duplicate Requests** sub-tab; locate the **Unassigned Request** section.

4a. Click the **Checkbox** beside any item shown as a possible duplicate.

4b. Next, click **Show Duplicates** to see all possible duplicates for the selected item. To narrow duplicates search criteria further, use the options in the **Duplicate Search** to refine results.

Upon clicking, the existing **Work Task** which may be a match for the possible duplicate will appear in the **Active Tasks Matching Request Search Criteria** section.

4c. As desired, click on the **Work Task** record to review available details, and validate whether the items in questions are genuine duplicates.

**INFORMATION**

The **Active Tasks Matching Request Search Criteria** section will populate with **Work Tasks** that are potential duplicates for the selected **Service Request**. The search looks broadly to match **Request Class**, **Service Class**, **Request Location**, **Floor**, and **Building**. To search **Work Tasks** more narrowly click the appropriate **Checkbox** in the **Duplicates Search** section.

Although not recommended, the duplicates can be auto-processed. By clicking the selected **Communication Records** or **Service Request** and clicking the **Auto Process Selected Requests** button, **Facilities Connect Desktop** will automatically assign the **Communication Record** and **Service Request** to the **Work Task** it believes is a duplicate.
**CUSTOMER SERVICE**

**CONTACT CENTER: MANAGE DUPLICATE REQUESTS**

**DIRECTIONS:**

1. If you have verified genuine duplicates and wish to combine a new Service Request with an existing Work Task:
   - Click the **Checkboxes** for each of the Unassigned Requests that apply.
   - Click on the **radio** button to select the duplicate Work Task.
   - Click the **Assign Selected Request to Task** button to merge the request(s) with the existing Work Task.

Upon clicking, the duplicate Service Requests will be removed from the Unassigned Request queue and added to the assigned Work Task.
CUSTOMER SERVICE
CONTACT CENTER: MANAGE DUPLICATE REQUESTS

DIRECTIONS:

6 If you have found the new Service Request is NOT a duplicate of a Work Task(s):
   6a Click the Checkboxes for the Unassigned Request(s) that apply.
   6b Click Create Task to process the Service Request(s) as a new Work Task.

Upon clicking, the new Service Request will be removed from the Unassigned Request Queue and a new Work Task will be created.