CUSTOMER SERVICE
CUSTOMER SERVICE: REQUESTS > CONTACT CENTER
Provides guidance for locating and navigating the Requests > Contact Center sub-tab in Facilities Connect.

▼ GETTING STARTED

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

DIRECTIONS:

1. From the Requests tab:
   1. Locate and click on the Contact Center sub-tab 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.
DIRECTIONS:

The Contact Center sub-tab 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)