SUPERVISOR
SEARCH ALL SERVICE REQUESTS
Provides guidance to Customer Service in locating and searching all Service Requests in Facilities Connect Desktop.

DIRECTIONS:

1. From the Facilities Connect Main Menu:
   1. Click on the Request section.

2. From the Facilities Connect Requests Screen:
   2a. Scroll to the bottom of the page and locate the All Service Requests section.
   2b. Click the Maximize button.
DIRECTIONS:
3 From the maximized All Service Requests section:
   3a Utilize the sorting and search features to locate a Service Request.
   ** In this example we're clicking on the Work Task ID to sort in ascending and descending order.

** INFORMATION
The list's default sort setting is in descending order (i.e. newest first). Clicking on the column header changes sorting to ascending order (i.e. oldest first). Clicking the column header a second time returns to the default setting.

** TIP & TRICKS
If you are looking for a WT that you or your Technicians submitted, you can use the Requestor Name column to search for a specific name.
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DIRECTIONS:

3 Cont.

3c Type a keyword into the search field to narrow the search results.

** In this example we typed 'Completed' in the Request Status column to find all Completed requests

TIP & TRICKS

Layering filters will only search within the parameters of the previous results. Use the Clear Filters button before conducting new searches.

4 Once you have located the desired Service Request:

4 Click on any field to open the Service Request.
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DIRECTIONS:

Upon clicking, the Service Request Detail will open. In order to access an associated Work Task (if applicable):

5a Scroll to the bottom of the Service Request detail and locate the Work Task section.

5b Click anywhere on the Work Task record to open and review.