O&M TECHNICIANS & SUPERVISORS

WORK TASKS: VIEW SERVICE REQUEST DETAILS

Provides guidance for locating Request details in a Work Task in FC Mobile (OTG)

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**GETTING STARTED**

This guide begins in a selected **Work Task**. For more information on navigating to a **Work Task** refer to the View Work Task Detail job aid.

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**DIRECTIONS:**

1. **Once you have selected a Work Task from your Task Queue, locate the Requests tab at the bottom of your screen.**

   1. Tap on the Requests tab to open request details

2. **Upon tapping, the screen will change, and you will be able to view all Service Requests associated with the selected Work Task.**

   2a. Request details (e.g. Requested By / For, Request Date, Category, Description, etc.)

   2b. **Toggle Requests** button – tap to view related requests (if there’s more than one)

   2c. **Comments** or additional information submitted with the request

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**INFORMATION**

Details regarding **Preferred Access Time** and **If the Customer Needs to be Present** will appear on the **Comment** tab of the work task.