



Activity: Telecom Service Request

Munis > Financials > Work Orders, Fleet, and Facilities > MIS > Request > Service Requests

Add a Telecom Service Request

1. Click **Add**
 - a. The next available service request number will default
 - b. The **Requesting dept** will default, the cursor will be placed on **Requesting dept.** field
2. Tab to **Service Department**
3. Enter **9421** in this field or use the dropdown to select **9421 for Telecom**
4. Tab to **Activity**, click on the ... (ellipsis) to find the proper activity code, **highlight the code and click Accept**
5. Tab past **Request type**, **leave this field blank**
6. Tab to **Description** and type in the description of the request. **Be sure to include the contact name and telephone extension in addition to building and room number**, and a complete description of the request. If this is a request for supplies, include the quantity requested and the description of the items.
7. Tab past **Priority**, **leave this field blank**
8. Tab to **Emergency** check box. Check this box **only** if this is an emergency. Note: If this is an emergency a **call to Telecom is also required**
9. Tab to **Cause**, use the ... (ellipsis) to select a cause
10. Tab past Project, **leave this field blank**
11. Tab past Work location, **leave this field blank**
12. Using the mouse, click on tab labeled **Chargeback Accounting** (illustrated below)

The screenshot shows the 'Service Requests - Munic [Test 2]' window. The 'General Information' section is filled with data: MIS Req # 74189, Requesting dept 0114 - Fivay High, Servicing dept 9421 - Telecommunications, Activity T02000 - Phone Repair, Request type S01 - Hardware, Description 'Phone Repair Phone will not make or receive calls Ext: 4-000 Contact: Cathie Ext: 4-1212', Cause 117, and Accounting method Chargeback. The 'Chargeback Accounting' tab is selected, showing fields for Subject of Service, Work Location, Request, and Audit. A red arrow points from a text box to the 'Chargeback Accounting' tab.

13. The cursor will land on the **Pricing** field

14. Tab to the **Req dept distribution code** or place the cursor into the field using the mouse, (illustrated below)

Service Requests - Munis [Test 2 Feb 5 2016]

HOME

Accept Cancel Search Query Builder Add Update Delete Global Duplicate Print PDF Text file Excel Word Email Attach Notes Audit Maplink Alerts Return

Confirm Search Actions Output Office Tools

General Information

MIS Req # 74189 Request status [v]
 Requesting dept 0114 - Fivay High [v] [x] Converted to WO
 Servicing dept 9421 - Telecommunications [v] Work Order number [v]
 Activity T02000 ... Phone Repair [v] Priority S01 ... Administrative
 Request type S01 ... Hardware [v] [x] Emergency
 Description Phone Repair Cause 117 ... Cause Unknown
 Phone will not make or receive calls
 Ext: 4-000 Project [v]
 Contact: Cathie Ext: 4-1212 Accounting method Chargeback [v]

Main User Defined Chargeback Accounting

[x] Pricing
 Req dept distribution code [v]
 Distribution [v] [v] Prc Hist

Cost Type	Acct Type	Account	Description	Percent	Cost Line

Actual Charges [v]

Charge Type	Date	Acct Type	Account	Description	Amount	D/C	Cost Line

Workflow
 Approve Reject Hold Approvers

0 of 0

15. Type in the distribution code for the cost center

- For Telecom service requests, the code will be TXXXX where XXXX is the four digit cost center number. E.g. **T0114** will be the Telecom distribution code for Fivay High School.
- Note:** (For those that key in service requests for others, this code must be associated with the requesting department.)

16. Click **Accept**

- The system will populate the accounts to be charged in the service request. The service request is ready for updating or to submit for Telecom to review.

Note: To make changes to the service request before submit is selected, click Update and make desired changes

17. Click **Submit**, the system will display a message that if the request is submitted **no further updates can be made**

18. Click **Yes** to submit the request, Request status will be changed to **3-Submitted**

My service request is submitted, what's next?

- Telecom will review all services requests **in a submitted status**.
- Once approved the service request is converted to a work order.
- Once a work order number is assigned, the service request is updated with that work order number.
- A service request can be rejected. If the service request is rejected because information is lacking, it can be **reactivated, updated, and resubmitted**. **Rejected** service requests will be **status 1**. An email to the initiator of the service request will be generated to advise the service request was rejected.
- If the service request is rejected because the work will not be done, that is the end of the service request.

Reactivate a rejected service request

1. Click **Search**
2. Place the cursor on the status field, click on the down arrow, and select the **rejected status**
3. Click **Accept**
4. Result: The system will return all service requests for the location in a rejected status
5. Click **More** in the ribbon
6. Using the drop down arrow, click on **Reactivate**
7. Result: The service request status will be returned to **2- New**
8. Click **Update**, make necessary changes to the service request
9. Click **Accept**
10. Click **Submit**, the service request is resubmitted to Telecom



Once a service request is released **ONLY** a screenshot can be taken. When the service request is converted to a **work order** it can be printed or saved as a **PDF**.