

Create a Service Request

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Details - Caissa Fischer							$\Theta \otimes \Theta$
CF-19 - Tuesday February	07 2017				Work Zone:	King's Corner	
7:59 AM	8:11 AM	8:18 AM	8:18 AM		Call Entered 8	By: Thoran , Randolf	
New Unassigned	Assigned	On Route	On Scene	Cleared	Dispatcher	Thoran , Randolf	•
New Unassigned	Assigned		On Scene Organization Organization Request Type None Assigned Date Select a date Completed Da Select a date Request Assign Search persi Request Notes	/Time 15 te/Time 15 ned To Person ons	Dispatcher	Thoran , Randolf Organization Name Involvement Type Organization Number Organization Type None Notified Type None Reference Number Contact Person Search persons Contact Phone	

A new blank Service Request.

To create a service request:

- 1. Double-click a dispatch in the **Dispatches** panel to open the **Details** panel.
- 2. Click **Service Requests**.
- 3. Click the \bigoplus icon in the pane to the left.
- 4. **Optional:** If the organization has a saved record in Command Center, enter search criteria in the **Organization** field to locate that record, then click to select it. This will automatically complete the **Organization Name** field and photo, if available.





The Organization field in a new service request. You can use this field to search for previously saved organizations.

- 5. Optional: Select the type of request being made in the Request Type field.
- Optional: Select a date and time in the Assigned Date/Time fields by typing a date or clicking the select a date from the calendar, then type or use the select the time.
- Optional: Select a date and time in the Completed Date/Time fields by typing a date or clicking the icon to select a date from the calendar, then type or use the arrows to select the time.
- Optional: Enter search criteria to select person record in the Request Assigned To Person field. To Quick Add a person record (which will be saved in Command Center as a Person object):
 - a. Click the \bigoplus icon in the **Requested Assigned To Person** field.
 - b. Enter the person's name in First Name and Last Name fields.
 - c. **Optional:** Enter or select additional information about the person in the **Gender**, **Email Address**, and **Phone Number** fields.
 - d. Click Add.
- 9. Optional: Enter any notes about the request in the Request Notes field.
- 10. Enter an organization name in the **Organization Name** field. If you selected a previously saved organization in step 4, skip this step.
- Select how the organization was involved in the dispatch from the **Involvement Type** dropdown.
- 12. **Optional:** Enter a number, code, or ID that identifies the organization in the **Organization Number** field.
- 13. **Optional:** Select the organization type from the **Organization Type** dropdown menu.
- 14. **Optional:** Select how the organization notified you of this service request from the **Notified Type** dropdown menu.
- 15. Optional: Enter a reference or file number in the Reference Number field.
- 16. Optional: Enter search criteria to select a person record in the Contact Person field.



- 17. **Optional:** Enter a phone number for the organization contact in the **Contact Phone** field.
- 18. **Optional:** Enter a tracking number in the **Tracking Number** field.