



Create a Service Request

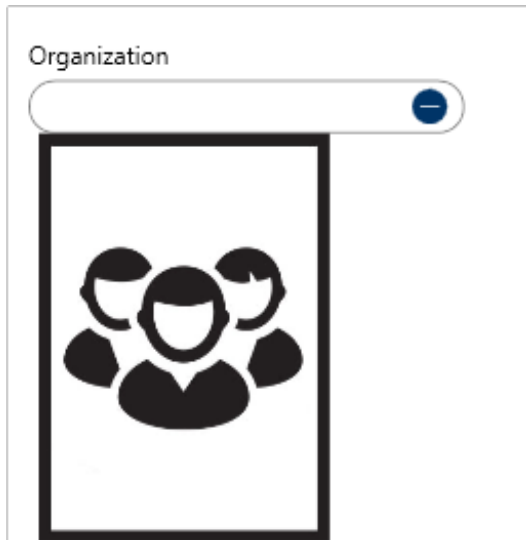
The screenshot displays the 'Details - Caissa Fischer' window in the Resolver application. The interface is divided into several sections:

- Header:** Shows 'CF-19 - Tuesday February 07 2017' and 'Work Zone: King's Corner'.
- Timeline:** A horizontal bar with time slots: 7:59 AM, 8:11 AM, 8:18 AM, and 8:18 AM. Below it are status tabs: New, Unassigned, Assigned, On Route, On Scene, and Cleared.
- Dispatcher:** A dropdown menu showing 'Thoran , Randolph'.
- Left Panel:** A vertical sidebar with a search bar 'Search requests' and a list of icons representing different request types (e.g., person, car, box).
- Main Form:** Contains fields for:
 - Organization:** A dropdown menu with a search icon.
 - Organization Name:** A text input field with a red asterisk.
 - Involvement Type:** A dropdown menu with a red asterisk.
 - Organization Number:** A text input field.
 - Organization Type:** A dropdown menu with 'None' selected.
 - Notified Type:** A dropdown menu with 'None' selected.
 - Reference Number:** A text input field.
 - Contact Person:** A search field with 'Search persons' and a search icon.
 - Contact Phone:** A text input field.
 - Tracking Number:** A text input field.
 - Request Type:** A dropdown menu with 'None' selected.
 - Assigned Date/Time:** A date/time selector with '15' in the date field.
 - Completed Date/Time:** A date/time selector with '15' in the date field.
 - Request Assigned To Person:** A search field with 'Search persons' and search icons.
 - Request Notes:** A large text area for notes.






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  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.
6. **Optional:** Select a date and time in the **Assigned 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.
7. **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.
8. **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  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.
11. 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.

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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.