

User Guide: CS Customer Request

- Login using Emory SSO (Single-Sign-On)

The screenshot shows the Emory SSO login interface. At the top, there are logos for Emory University and Emory Healthcare, followed by a 'Login' link. Below this, there are two input fields: 'Network ID' with the value 'cetan' and 'Password' with a masked password. A 'Login' button is positioned below the password field. To the right of the input fields, there is a text box explaining that Login is Emory's authentication tool and providing contact information for the University Service Desk and Emory Healthcare Call Center. Below the login fields, there is a 'Forgot Password?' link. At the bottom of the page, there is a disclaimer about the computer system and a footer with navigation links and copyright information.

- Select the requested tile (HVAC, Appliances, etc.)

The screenshot displays the Emory Customer Request dashboard. The top navigation bar includes 'Customer Request', 'Review', 'Requests', and 'Settings', along with a user greeting 'Hello, CETAN!'. The main header features a sunset background with the Emory logo and the text 'Campus Services' and 'Customer Request'. A search bar is located on the right side of the header. Below the header, there is a yellow banner with emergency contact information: 'For life-threatening emergencies, please call 911 or Emory Police Department at 404-727-6111. For emergency/urgent* maintenance repairs, please call 404-727-7463. *as defined in our Guide to Services'. The dashboard is organized into a grid of six service tiles: HVAC (with an air conditioner icon), APPLIANCES (with a refrigerator and washing machine icon), ELECTRICAL (with a lightbulb icon), PLUMBING (with a toilet and sink icon), CLEANING (with a cleaning bucket icon), and MOVING (with a moving truck icon).

- Select the dropdowns and fill out the fields (note: red asterisk is required)
 - If you have trouble remembering the room number, you can view the floor plan and select a room number by clicking on the number on the floor plan.
 - Please be as descriptive as possible with the request to help the mechanic.

Customer Request [Review](#) [Requests](#) [Settings](#)
Hello, CETANI

Appliances Service Request

Service #	567		
Service Type	APPLIANCE		
Service Issue*	<input type="text" value="REFRIGERATOR"/>		
Select A Problem*	<input checked="" type="radio"/> Door Not Closing <input type="radio"/> Light Not Coming on <input type="radio"/> Noisy <input type="radio"/> Temperature Too Warm/Too Cold <input type="radio"/> Leaking <input type="radio"/> Ice Maker Not Working <input type="radio"/> Door Gasket Is Loose <input type="radio"/> Door Handle Broken		
Building ID*	<input type="text" value="6110 : #10 EAGLE ROW(10 EAGLE ROW)"/>		
Floor*	<input type="text" value="01"/>		
Room Number*	<input type="text" value="100"/>	<input type="button" value="Floor Plan"/>	
Provide a specific area of the room	<input style="width: 100%; height: 40px;" type="text" value="test"/>		
Please provide additional details for the issue	<input style="width: 100%; height: 60px;" type="text" value="test"/>		

- You may also add attachments such as photos in this step as well.
- Click save to go to the next step. **Please note: Your request is not submitted yet at this stage. It is sent to the review list. You must submit it at the next step to generate a work order.**

Customer Request [Review](#) [Requests](#) [Settings](#) Hello, CETANI

SpeedType*

SpeedType	Percentage	+Add
No SpeedType defined yet.		

Debug Information

Work Order Summary 001: Appliance - REFRIGERATOR

Template Phases 001

NOTE_GRP

FILE_GRP 453

ATTR_GRP

[Back](#) [Save](#)

Attachments (Optional)

[Browse ...](#)
or Drag and Drop files here.

Attachments

No attachment.

- On the review page, you may review and submit to head to the review all your requests, or add another request to your review list which redirects you back to the tile selection page.

Customer Request Review 1 Requests ▾ Settings ▾ Hello, CETAN! ▾

Added to Review List

To finalize the request, please proceed to Review page

[Review & Submit](#) [Add Another Request](#)

Find a problem? Please email to CS Help Ticket.
© 2022 Emory University CS / IT - All Rights Reserved. (166 Hits)

Review

[+ New Request](#)

You requests below are not submitted yet. Please verify the information below and click [Submit] button to submit.

[Submit](#)

Check here if you want to be notified of updates on the status or new notes of this work order.

Contact Information

Requester*	<input type="text" value="Christian Tan"/>	Phone*	<input type="text" value="404/712-9113"/>
Email*	<input type="text" value="christian.eric.tan@emory.edu"/>		
<small>Use ";" to separate if there are multiple email addresses.</small>			
On-Site Contact, if different from above	<input type="text" value="fullname"/>	Phone	<input type="text"/>

- **Note: there is a check box on whether you want to be notified on status updates or new notes for the work request**
- Once you submit, you can view the “Your Requests” section to find the information like the Work Order Number for all your requests.

- If you click on the number under “#”, you can add notes or edit certain fields regarding your request after submission.

The screenshot shows the 'Customer Request' portal. At the top, there is a navigation bar with 'Customer Request', 'Review', 'Requests', and 'Settings'. A user greeting 'Hello, CETAN' is visible on the right. Below the navigation bar is a 'Requests' section with search filters for 'Service #', 'Work Order', 'service type', 'status', 'building', and 'Date from/to'. A 'Search' button and a 'Clear' button are present. Below the search filters is an 'Export XLSX' button and a pagination control showing 'First', 'Previous', '1', '2', '3', '4', '5', 'Next', and 'Last'. The main content is a table of requests with the following columns: '#', 'Service Type / Template Mapping', 'Status / Work Order', 'Building ID', and 'Date Submitted / Created by'.

#	Service Type / Template Mapping	Status / Work Order	Building ID	Date Submitted / Created by
567	APPLIANCE REFRIGERATOR	GENERATED 20231082728	[6110] #10 EAGLE ROW Flr: 01 RM#: 100	5/15/2023 10:05:19 AM Christian Tan (CETAN)
522	MOVES Moves	GENERATED 20231082725	[6110] #10 EAGLE ROW Flr: 01 RM#: 100	5/11/2023 8:34:18 AM Christian Tan (CETAN)
493	APPLIANCE ICE MAKER	GENERATED 20231082716	[3010] ALABAMA HALL Flr: 01 RM#: 112	5/4/2023 2:34:44 PM Christian Tan (CETAN)
492	APPLIANCE ICE MAKER	GENERATED 20231082714	[3010] ALABAMA HALL Flr: 01 RM#: 115	5/4/2023 2:34:44 PM Christian Tan (CETAN)
491	APPLIANCE ICE MAKER	GENERATED 20231082715	[3010] ALABAMA HALL Flr: 01 RM#: 119	5/4/2023 2:34:44 PM Christian Tan (CETAN)
490	APPLIANCE ICE MAKER	GENERATED 20231082717	[3010] ALABAMA HALL Flr: 01 RM#: 112	5/4/2023 2:34:44 PM Christian Tan (CETAN)
487	APPLIANCE ICE MAKER	GENERATED 20231082711	[1560] BOWDEN HALL Flr: 01 RM#: 116	5/4/2023 2:19:54 PM Christian Tan (CETAN)
486	APPLIANCE ICE MAKER	GENERATED 20231082712	[1560] BOWDEN HALL Flr: 01 RM#: 116	5/4/2023 2:19:54 PM Christian Tan (CETAN)
485	APPLIANCE ICE MAKER	GENERATED 20231082713	[1560] BOWDEN HALL Flr: 01 RM#: 116	5/4/2023 2:19:54 PM Christian Tan (CETAN)

- You will also receive an automated e-mail regarding the generation of the work order from your work request.

The screenshot shows an email titled 'Customer Request Submission Confirmation -- From Development Site'. The sender is 'noreply@fmd.emory.edu'. The recipient list includes 'CS Web/Applications Group; Langham, Jackie; Cabrera-Velde, Janine; Washington, Jackie; Mattison, Aulandez'. The email content includes the following text:

From: noreply@fmd.emory.edu
 This email is intended send To: christian.eric.tan@emory.edu
 CC:
 BCC:

Subject: Customer Request Submission Confirmation

(Ref: Customer Service Request #567)

Dear Christian Tan,

This is an email confirmation that Campus Services is in receipt of your work request, and it has been assigned **Work Order-20231082728**. Please reference this number on all inquiries concerning this request.

Please contact us at 404-727-7463 (by phone) or email us at (cspsc@emory.edu) if you have any questions. You may also review our FM Guide to Services at http://campserv.emory.edu/about_us/Services/index.html.

Thank you for your continued partnership.

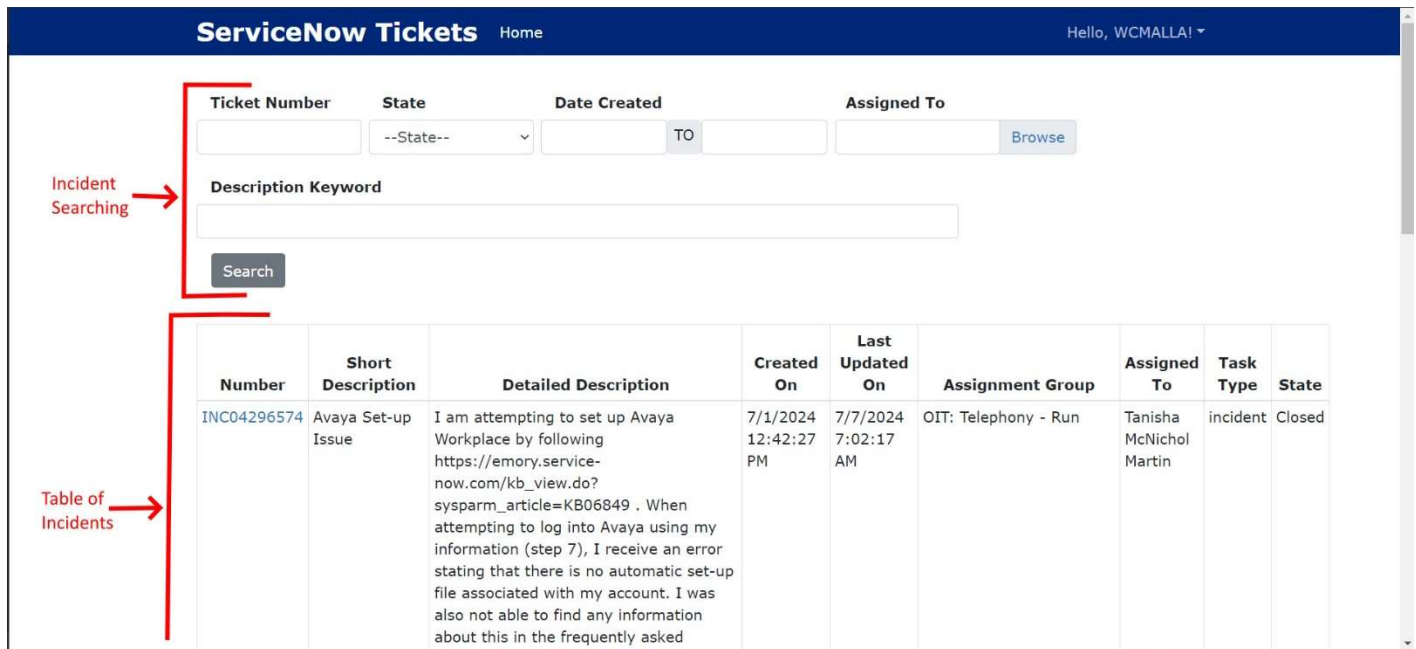
Campus Services Work Management Center

At the bottom of the email, there are three buttons: 'Reply', 'Reply all', and 'Forward'.

ServiceNow Tickets in SWOOP

The ServiceNow Ticket site (formerly SwoopNow) is a site that allows a user to view the ServiceNow incidents they have reported, for convenience the site only shows incidents that have been updated within the past 6 months.

A summary of the site's features is below.



The screenshot shows the ServiceNow Tickets interface. At the top, there is a header with "ServiceNow Tickets" and "Home" on the left, and "Hello, WCMALLA!" on the right. Below the header, there is a search section with the following fields: "Ticket Number" (input), "State" (dropdown menu with "--State--"), "Date Created" (input with "TO" next to it), and "Assigned To" (input with a "Browse" button). Below these fields is a "Description Keyword" input field and a "Search" button. A red arrow labeled "Incident Searching" points to the search fields. Below the search section is a table of incidents. A red arrow labeled "Table of Incidents" points to the table. The table has the following columns: "Number", "Short Description", "Detailed Description", "Created On", "Last Updated On", "Assignment Group", "Assigned To", "Task Type", and "State". The table contains one row of data for incident INC04296574.

Number	Short Description	Detailed Description	Created On	Last Updated On	Assignment Group	Assigned To	Task Type	State
INC04296574	Avaya Set-up Issue	I am attempting to set up Avaya Workplace by following https://emory.servicenow.com/kb_view.do?sysparm_article=KB06849 . When attempting to log into Avaya using my information (step 7), I receive an error stating that there is no automatic set-up file associated with my account. I was also not able to find any information about this in the frequently asked	7/1/2024 12:42:27 PM	7/7/2024 7:02:17 AM	OIT: Telephony - Run	Tanisha McNichol Martin	incident	Closed

Incident Searching

A user can use the search fields to search for specific incidents. Most of the fields should be self-explanatory.

Description Keyword can be a word or phrase from either a short or detailed description.

Table

The table of incidents displays incidents. A user can click on the incident number to open the corresponding ServiceNow page for more details. Additionally, if an incident has any attachments, a paperclip icon will appear along with the incident number.