

## Background

The **Service Requests** module in PubWorks provides a systematic approach to managing demand maintenance. In **PubWorks**, demand maintenance is recorded as service requests in the **Service Request Log**. The log tracks six basic components: **Type, Status, Assignment, Statistics, Location, and Caller** information.

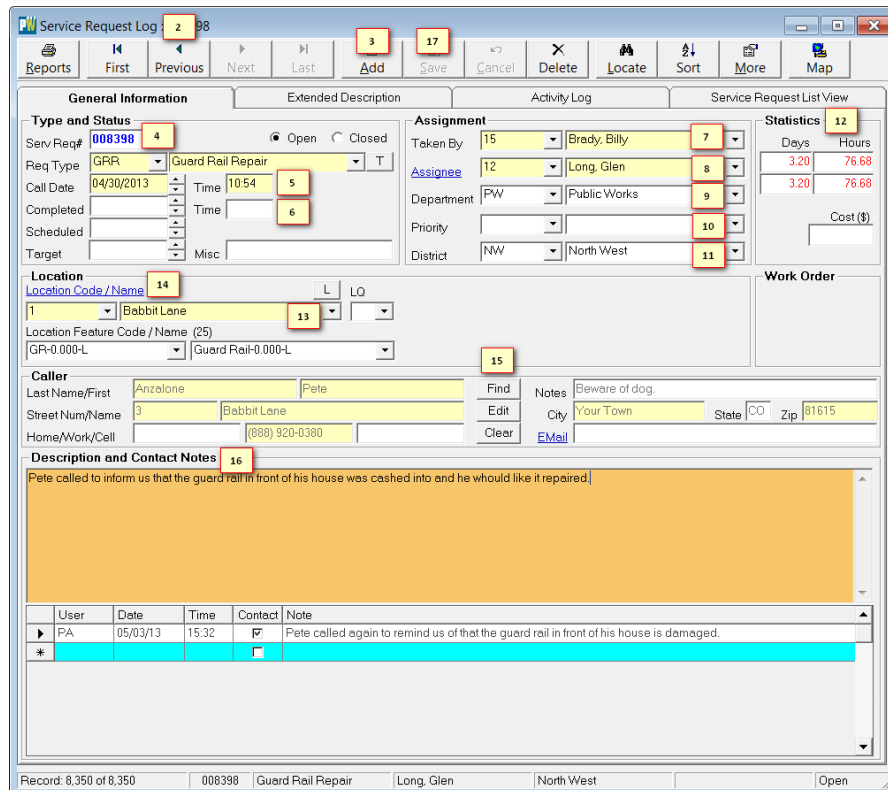
## Here is how to enter a Service Request using the Service Request Log:

### Logging a Service Request

1. Open PubWorks and Login using your PubWorks Login Name and Password. Click the **Service Request Menu** and choose **Service Request Log** (not pictured).
2. You will be presented with the **Service Request Log** screen.
3. Click **Add** to create a new Service Request. PubWorks automatically assigns a Service Request # and a status of "Open."

### Type and Status

4. Select the **Request Type** by using the Request Code or Request Name drop-down box. Search for Service Requests Types by clicking the 'T' button.
5. The **Call Date** auto-fills with the current date and time. Key in the date or use the special keys (T for today, Y for yesterday, M for tomorrow) or double click the date box to use a calendar.
6. The **Completed Date and Time** auto-fills when the request is "Closed."



Service Request Log : 008398

Reports First Previous Next Last Add Save Cancel Delete Locate Sort More Map

**General Information** Extended Description Activity Log Service Request List View

**Type and Status** 2  
Serv Req# 008398 4  
Req Type GRR Guard Rail Repair  
Call Date 04/30/2013 Time 10:54 5  
Completed Time 6  
Scheduled  
Target Misc

**Assignment** 17  
Taken By 15 Brady, Billy 7  
Assignee 12 Long, Glen 8  
Department FW Public Works 9  
Priority 10  
District NW North West 11

**Statistics** 12  
Days 3.20 Hours 76.68  
Cost (\$)

**Location** 14  
Location Code / Name 1 Babbit Lane 13  
Location Feature Code / Name (25) GR-0.000-L 15

**Caller**  
Last Name/First Anzalone, Pete  
Street Num/Name 3 Babbit Lane  
Home/Work/Cell (888) 920-0380  
Find Notes Beware of dog  
Edit City Your Town State CO Zip 81615  
Clear EMail

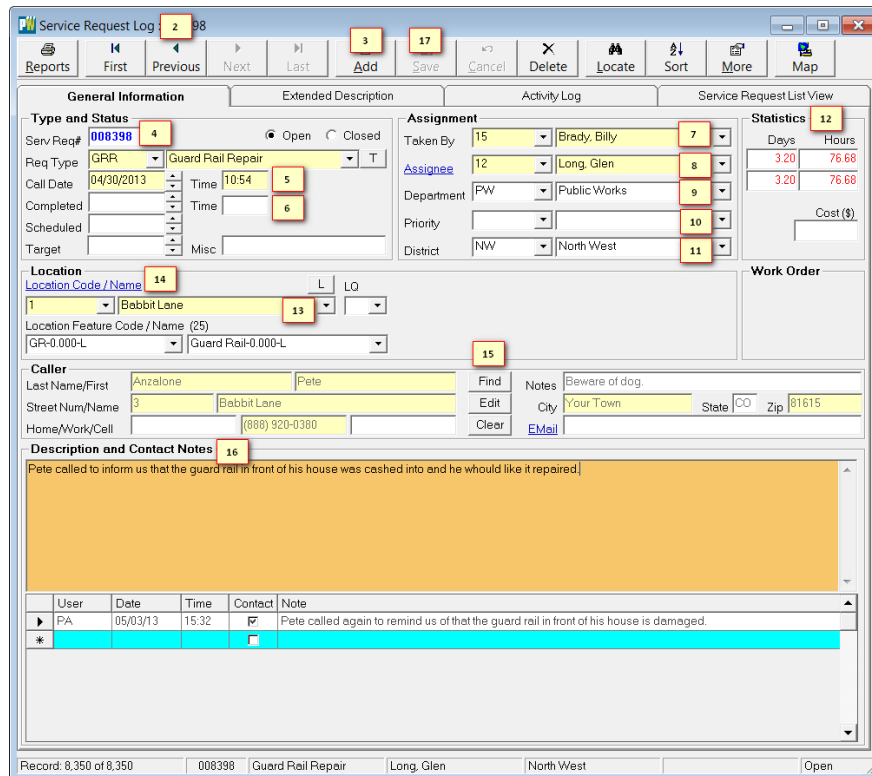
**Description and Contact Notes** 16  
Pete called to inform us that the guard rail in front of his house was cashed into and he would like it repaired.

User	Date	Time	Contact	Note
PA	05/03/13	15:32	Pete	Pete called again to remind us of that the guard rail in front of his house is damaged.
*				

Record: 8.350 of 8.350 | 008398 | Guard Rail Repair | Long, Glen | North West | Open

## Assignment

7. The **Taken By** drop-down list auto-fills with the name of the currently logged in employee.
8. Key in or select the **Assignee** by using the Assignee Code or Name drop-down lists to designate the employee responsible for the Service Request.
9. The **Department** information auto-fills when an Assignee is selected.
10. (Optional) Key in or select the **Priority** by using the Priority Code or Name drop-down list.
11. Key in or select the **District** by using the District Code or Name drop-down list (skip this step and it will auto-fill when a **Location** is selected).
12. Once a Service Request is saved, PubWorks will automatically display time duration and cost information.



## Location

13. Key in or select the Location from the **Location Code** or **Name** dropdown list or click the “L” button to search for the location name. The **District** will auto-fill once a location is selected.
14. To view the selected location’s record click on the **Location Name** hyperlink.

## Caller

15. Key in the Caller Information or use the **Find** button. Click the **Edit** button to change existing caller’s information. The **Clear** button will clear the caller fields.

## Description and Contact Notes

16. Key in a narrative description of the call in the **Description and Contact Notes** field.
17. Review the information and click the **Save** button.

## Questions? Comments?

Please contact us directly:

[support@PubWorks.com](mailto:support@PubWorks.com)

888-920-0380 x2