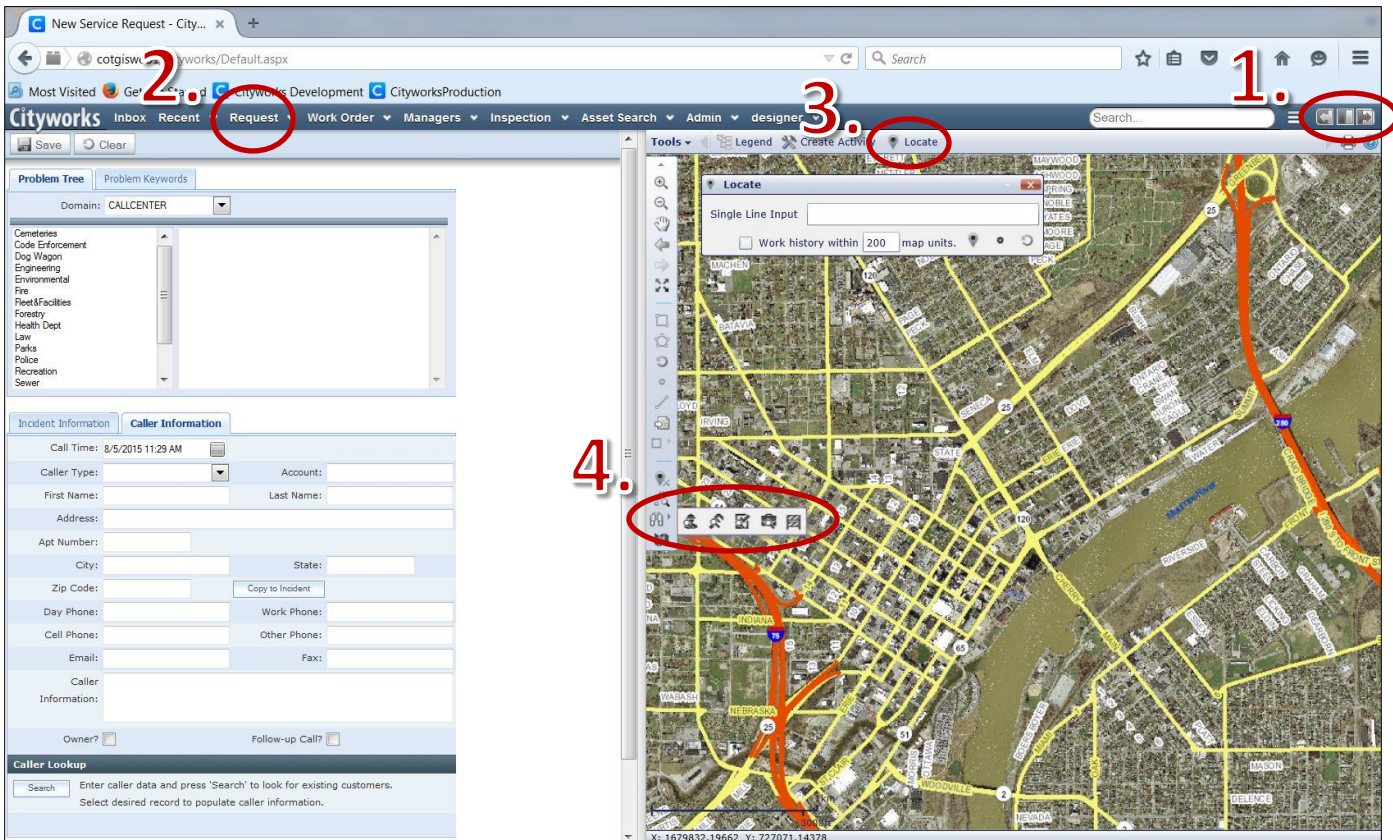
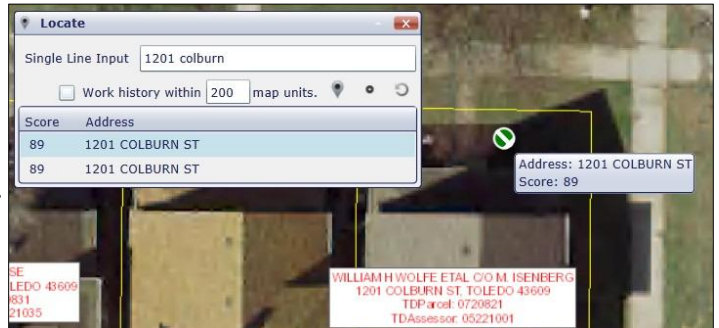


New Service Request Procedure

1. Start off by splitting your screen so you can view both the inbox and the map using the split screen button.
2. Open the 'Locate Tool' in the map to search for the request location. You can search for both addresses and intersections -
 - **For addresses:** Search for street # and name only (e.g. '1201 colburn'). The locator does not recognize directions (N, S, E, W) or suffixes (Rd, St, Ave, Blvd).
 - **For intersections:** Enter the two cross roads separated by either '&' or 'and' (e.g. 'secor & central')

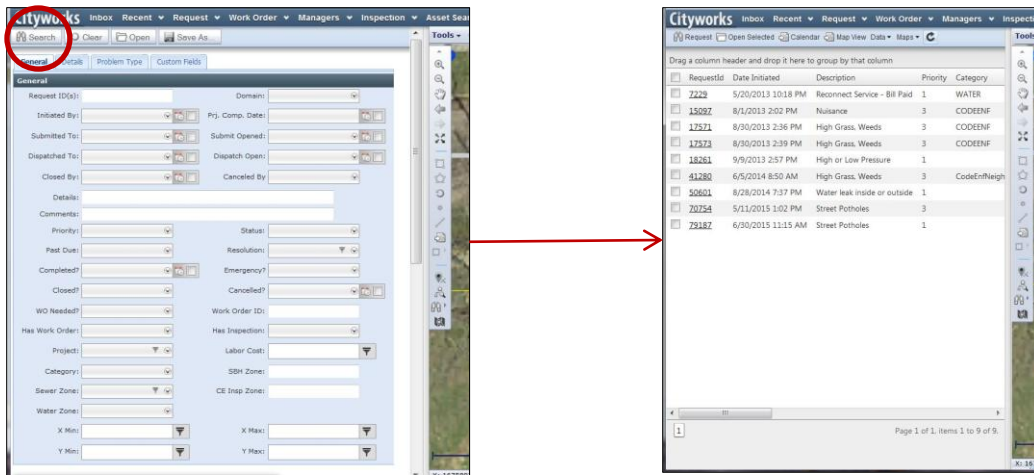
Select the proper address from the locator tool results and zoom in to the location by following the green results dot that appears:

4. Search for existing/pending service requests using the 'Binoculars' tool in the map toolbar. (Continue on next page)

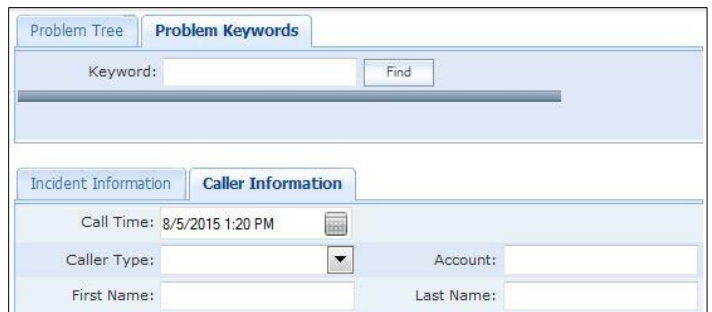
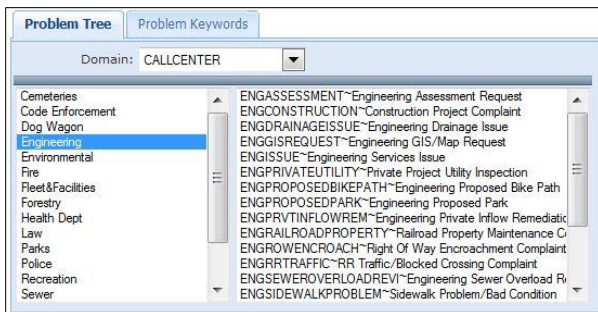


- (...continued) Using the 'Search Requests' tool will open up a search criteria window. Leaving everything blank to search for everything. Click 'Search' to pull up your results.

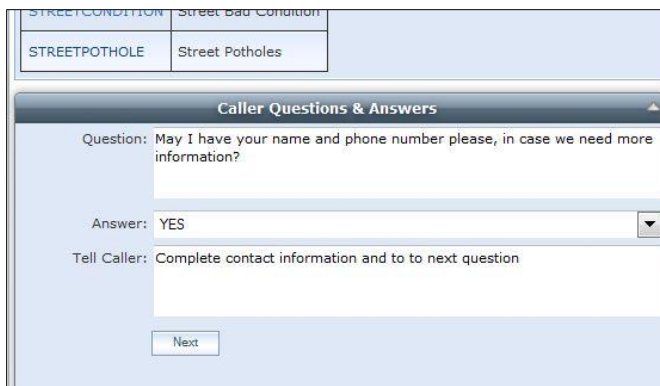
If there is a pending service request that matches with your current call, move on to "Adding a Caller to Existing Request". If not, continue with this procedure.



- Once again click on the word 'Request' to open a new service request (#2 on previous page).
- Select your problem type from either the "Problem Tree" tab or the "Problem Keywords" tab. When searching using a keyword, only use one word with no special characters (e.g. 'pothole' or 'light')



- Selecting a problem type will open up the window: "Caller Questions & Answers". This box will prompt you on all of the required questions that need to be answered before completing the service request. Once each question is answered hit 'next' until the next button no longer appears.



8. Enter in caller information under the tab of the same name. For procedures on searching the database to autopopulate caller information, refer to the “[Caller Lookup](#)” procedure document.

Incident Information		Caller Information	
Call Time:	8/5/2015 1:20 PM		
Caller Type:	[Dropdown]	Account:	[Text]
First Name:	[Text]	Last Name:	[Text]
Address:			
Apt Number:			
City:	[Text]	State:	[Text]
Zip Code:	[Text]	Copy to Incident	
Day Phone:	[Text]	Work Phone:	[Text]
Cell Phone:	[Text]	Other Phone:	[Text]
Email:	[Text]	Fax:	[Text]
Caller Information:			
Owner? <input type="checkbox"/>		Follow-up Call? <input type="checkbox"/>	

9. Ensure that the incident information is properly populated by following proper geocoding procedure. Refer to the “[Geocoding](#)” procedure document.

10. Once all these steps have been completed, finalize the request by hitting the save button.

