



## **MSI-Service Requests**

### *System Features*

#### ***Features of the MSI-Service Requests Module Include:***

- *Offers service request & work order/service request processing*
- *User defined work codes, source codes, location codes, status codes, and priority codes*
- *Customer processing by customer number, name, and address*
- *Automatic generation of next available request number*
- *Requested by information tracked by name and address*
- *Inquiry by service request, work order, work order schedule, & work order follow-up*
- *Reporting by service request and work order scheduling*
- *Deletion of closed service requests and work orders*
- *Interfaces with MSI-Utility Billing system*
- *Provides E-mail notification upon receipt of request*
- *Supports comments by request number*
- *Supports the printing of work orders*
- *Recurring work requests supported*
- *History is limited only by available disk space*

## MSI SERVICE REQUESTS

### Service Request Entry Screen

**Entry**

Request #	20030001	Request Date	11/03/2003
Taken by	JAMES JOHNSON	Request Time	12:27
Requested by	1409202001	Due Date	11/03/2003
Name	BILLY CORRIGAN	Home Phone	(630) 555-1212
Address 1	960 RATHBONE	Work Phone	
Address 2		Notify on completion?	<input type="checkbox"/>
City, St, Zip	ANYTOWN IL 60048		

**Comments**

Moving out on 11/5/2003

**Assignment**

Type	TOF	TURN-OFF
Work Unit	UB	UTILITY BILLING
Source	E	EXTERNAL
Geographic Location	NS	NORTH SIDE
Status	O	OPEN
Priority	MED	MEDIUM

OK Cancel Delete Exit

**MSI Service Requests Module** has been designed to provide a centralized method of collecting and processing requests, including code enforcement, work orders, and resident complaint tracking.