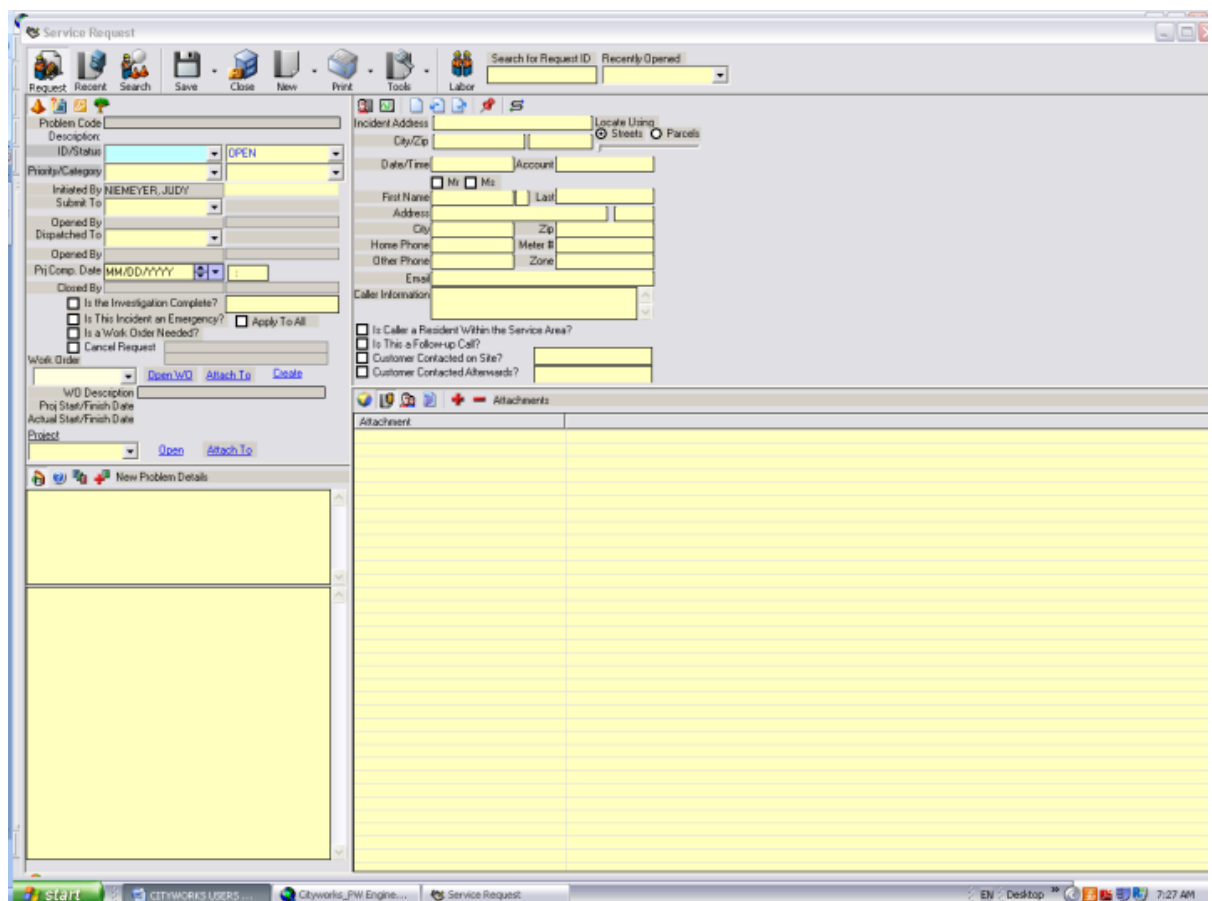
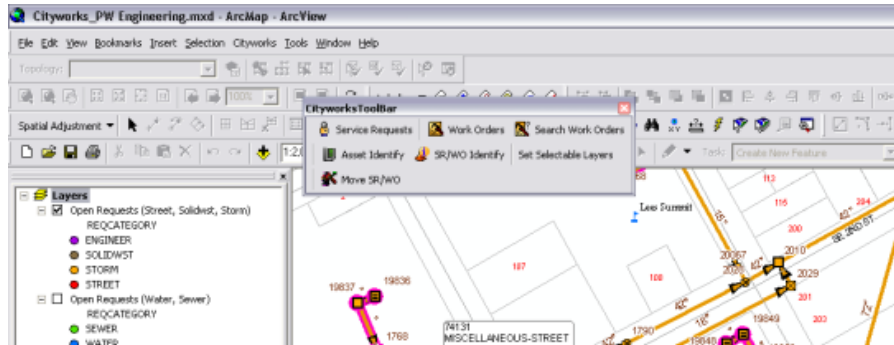


CITYWORKS USERS GUIDE

1. CREATING A NEW SERVICE REQUEST

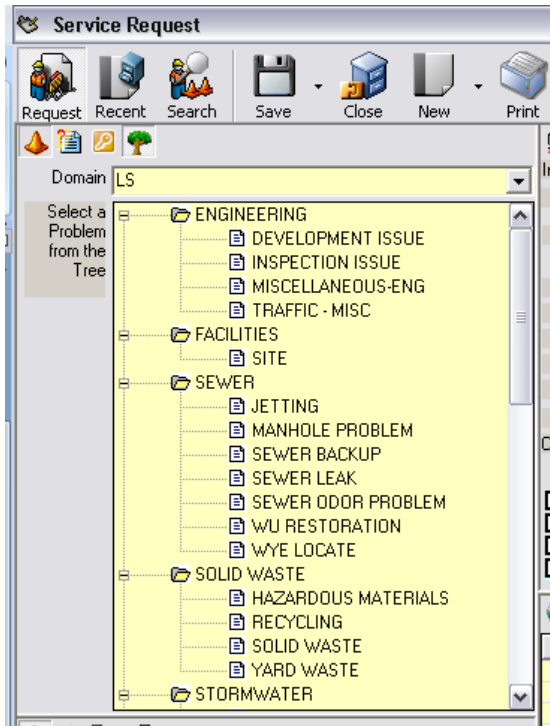
- a. Always provide as much info as possible.
- b. All info stored in a database
- c. Info can be used for reporting and searching



d. Use Problem Tree drop down menu

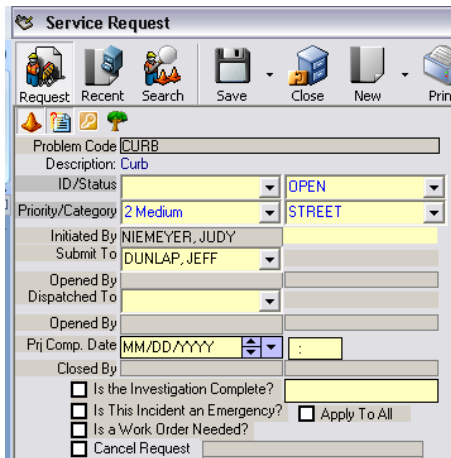
- i. Can access many types of problem codes from drop down menu





(We can log Service Requests for PW, PWOPs & WU)

ii. Click on code



iii. In most cases, the “Submit To” name is autofilled. The exception is the Problem Codes under Engineering.

iv. Some Problem Code selections have qualifying questions that appear when that code is selected, such as, recycling.

Service Request

Request Recent Search Save Close New Print

Domain: LS

Instructions: CAN I HAVE YOUR ZIP CODE?

Select/Enter Answer: YES

Instructions: Enter Incident Zip Code

Attachment: [Empty]

Answers [Next Question]

v. When all the questions have been answered, the screen will automatically return to the Request Management view.

e. Caller info

Tools Labor Search for Request ID Recently Opened

Incident Address [Empty] Locate Using Streets Parcels

City/Zip [Empty]

Date/Time [09/13/2010 2:36] Account [Empty]

Mr Ms

First Name [Empty] Last [Empty]

Address [Empty]

City [Empty] Zip [Empty]

Home Phone [Empty] Meter # [Empty]

Other Phone [Empty] Zone [Empty]

Email [Empty]

Caller Information [Empty]

Is Caller a Resident Within the Service Area?

Is This a Follow-up Call?

Customer Contacted on Site?

Customer Contacted Afterwards?

i. By entering the Last Name, and then clicking Enter, a drop down menu of First names and addresses will appear. If unsure of spelling, type a few letters in and then the wildcard %, will also provide a drop down list.

Service Request

Request Recent Search Save Close New Print Tools Labor Search for Request ID Recently Opened

Domain: LS

Instructions: CAN I HAVE YOUR ZIP CODE?

Select/Enter Answer: YES

Instructions: Enter Incident Zip Code

Attachment: [Empty]

Answers

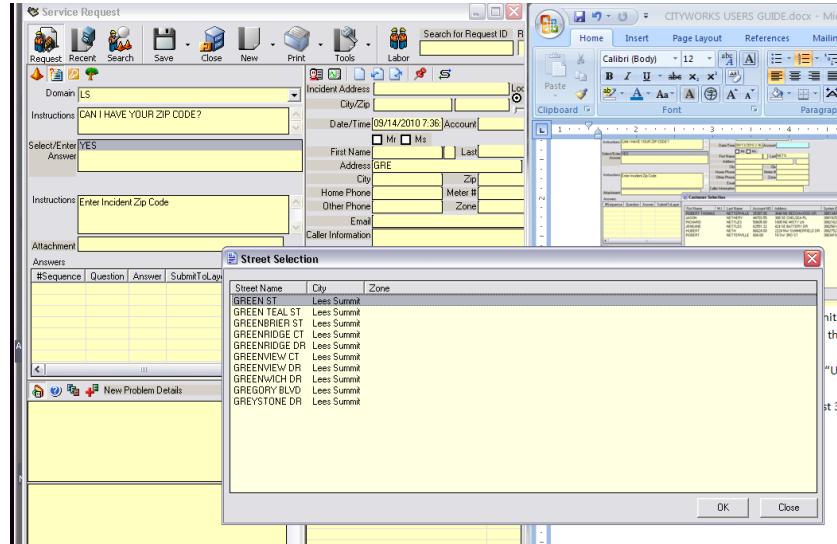
Customer Selection

First Name	M.I.	Last Name	Account NO	Address	System ID
ROBERT	THOMAS	NETTERVILLE	25387.00	3646 NE BEECHWOOD DR	38813491
JASON		NETTERY	44703.95	308 SE CHELSEA PL	38819293
RICHARD		NETTLES	50605.00	1505 NE MISTY LN	38821629
JENEANE		NETTLES	62591.92	434 SE BATTERY DR	38825614
HUBERT		NETH	66524.00	2234 NW SUMMERFIELD DR	38827527
ROBERT		NETTERVILLE	684.00	18 SW 3RD ST	38834194

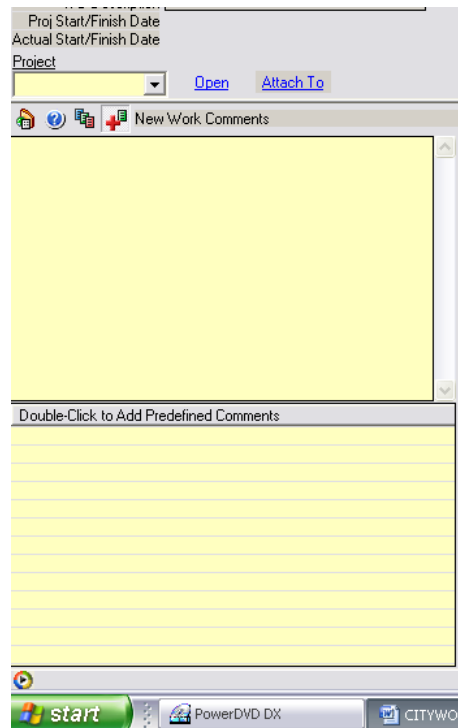
ii.

iii. The database for these names is Lee's Summit water customers. Non-residents or District 13 customers are not in this database so all info will have to be entered manually.

- iv. If the caller does not want to leave a name, “Unknown” will fill in automatically.
- v. Street Name – If unsure of spelling enter first 3 letters and hit enter, a street name list will pop up.



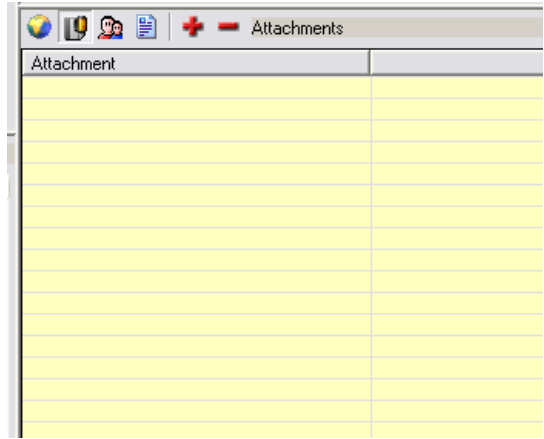
- vi.
- vii. Don't forget incident address.
- viii. Caller Information box – limited to 250 words.
 - a. For Example – Call only after 2pm. Works nights.
 - b. Or – Large dog in fenced yard. Only approach house.



- c.
- f. Adding Comments
 - i. New problem details
 - 1. Unlimited space
 - 2. Relevant info to incident

3. Once saved – comments moved into existing comments db and can't be edited.

g. Attachments



- i.
- ii. After clicking on the “+”, navigate to the file location and hit open.
- iii. To attach E-mail, it must first be saved. Cannot add a file without an extension.

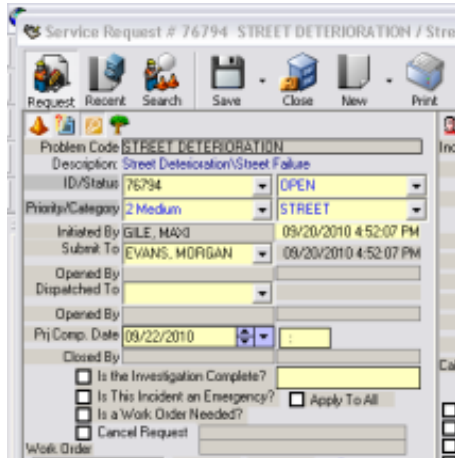
h. Saving vs. Closing

- i. A saved service request does just that, it only saves the request. It does not Close the Service Request.
- ii. Close the Service Request window by Saving, then clicking the upper right corner with the red X box.

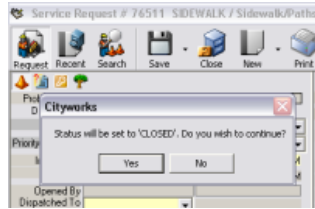


i. Closing Service Requests

- i. Clicking YES autofills the Closed By, Date/Time and Status fields.



- ii.
- iii. If there is an open Work Order, when it is closed, the corresponding Service Request is also closed.

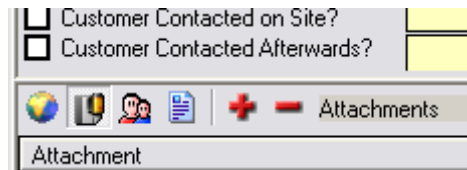


- iv. The status on a closed file can only be changed by an Administrator or IT.
- v. When the Service Request has been Closed, it becomes part of the Closed Service Request database.

- j. Adding another caller to an existing request
 - i. Find the service request
 - ii. With the request open, hit the clear caller button



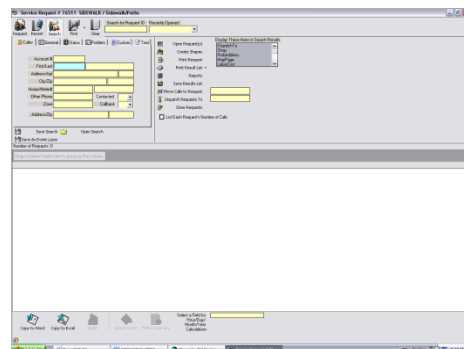
- iii.
- iv. Add in new caller info just like original request.
- v. To see everyone who has called about this incident, click on the View Callers button.



vi.

2. SEARCHING SERVICE REQUESTS

- a. Easiest way is by Service Request number
- b. By clicking on Recent button, can see all requests made in the last 96 hours (4 days)
- c. Many parameters to search
- d. Can print in Word or Excel



e.

3. UPDATING A SERVICE REQUEST

- a. Open the Service Request by the number or some other field.
- b. Fill in the updated info.

- c. You can cancel a service request but it's still retained in Cancelled Request database.
- d. If you alter the "Assigned to" property, the service request will **not** automatically be e-mailed to the new person assigned. You will need to do this manually by contacting the assigned party and letting them know that they have a new service request open under their name.