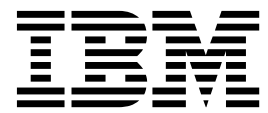


IBM TRIRIGA
Version 10 Release 5

*Request Central
User Guide*



Note

Before using this information and the product it supports, read the information in "Notices" on page 3.

This edition applies to version 10, release 5, modification 0 of IBM TRIRIGA and to all subsequent releases and modifications until otherwise indicated in new editions.

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Requesting corrective maintenance

Corrective maintenance occurs in response to an identified problem, and is managed through service requests. You request service for activities such as requesting a repair, moving people, suggesting updates to contracts, or placing room reservations.

Service requests

You can initiate requests for the services, assets, locations, or personnel that you need, and manage and track each request. You can create a request as self-service user, or as a contact center agent on behalf of a customer.

Self-service users can enter problems by using the Request Central portal. The options that are available to you in the Request Central portal section are based on your role. The options can include facilities, IT and telephones, spaces, human resources, contracts, stores, products and services, and reservations. For example, you can inquire about more software for a notebook, report an expired light bulb, or request a move.

Contact center agents answer calls and record relevant information on the contact center form. Depending on the request classification, the contact center agent can access solution records from the knowledge base. The contact center agent might be able to resolve the problem during the call without generating a request. However, usually the contact center agent uses the form to generate a service request. The request is processed similarly to a self-service request entered through Request Central.

After you submit a service request, it is routed for approval. When the service request is approved, it is routed to a service provider. The service provider is selected based on the service plan that is defined for the type of request and for your location and organization. After the service provider finishes the task, the service request is closed and you receive a notification and a service survey form.

Before you can create service requests, administrators must set up request class records for the solutions that are provided for the requests.

Submitting self-service requests

You can submit your requests for service from an online form. Your service request is automatically routed for approval and sent to a service provider. After work is complete, you receive notification and a survey form.

Before you begin

You must sign in as a user in a role with a Request Central portal section.

About this task

For detailed information about how to submit self-service requests, see the IBM® TRIRIGA® Self-Service videos that are in the Media Library of the IBM TRIRIGA wiki:

IBM TRIRIGA Self-Service Users - Requesting Services

Includes information about how to use Request Central to make online requests for services, repairs, or products and to manage and track each request.

IBM TRIRIGA Self-Service Users - Making Reservations

Includes information about how to use Request Central to reserve resources like meeting rooms, workspaces, food services, vehicles, and equipment.

IBM TRIRIGA Self-Service Users - Making Reservations from Outlook

Includes information about how to use the IBM TRIRIGA reservation add-in for Outlook messaging software to create appointments in Outlook and connect to IBM TRIRIGA to reserve company resources.

Procedure

1. Expand the section for which you are requesting service.

Role	Action
Request Central role	In the Request Central portal section, expand the section for which you are requesting service.
Other roles	Select Requests > My Requests . In the Request Central portal section, expand the section for which you are requesting service.

2. Select the type of service request.
3. Specify the details for your request.
4. Create a draft and review the form.
5. Submit the request.

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