Text-only Service Request Workflow

This page is a text-based representation of the previous flow chart.

The process begins with START.

The route then leads to Service Request Submitted Called In.

From there, the route leads to Emergency?

Here the route splits in two directions:

**Route 1: No**

- Route to Trade Supervisor for Evaluation and Scheduling
- Continuation of No Route:
  - Next Step: Work Executed
  - Next Step: Supervisor Review
  - The route ends here.

or

**Route 2: Yes**

- Assign/Dispatch Facilities Technician
- Continuation of Yes Route:
  - Next Step: Bring Emergency Situation under Control/Mitigate Issue
  - Next Step: Close Out Work Order
  - Next Question: Follow-up Work Required?
  - Here the route splits in two directions:
    - Route 1: No
      - Supervisor Review
      - The route ends here.
    - Route 2: Yes
      - Follow-Up Work Order Created
      - Next Step: Route to Trade Supervisor for Evaluation and Scheduling
      - Next Step: Work Executed
      - Next Step: Supervisor Review
      - The route ends here.