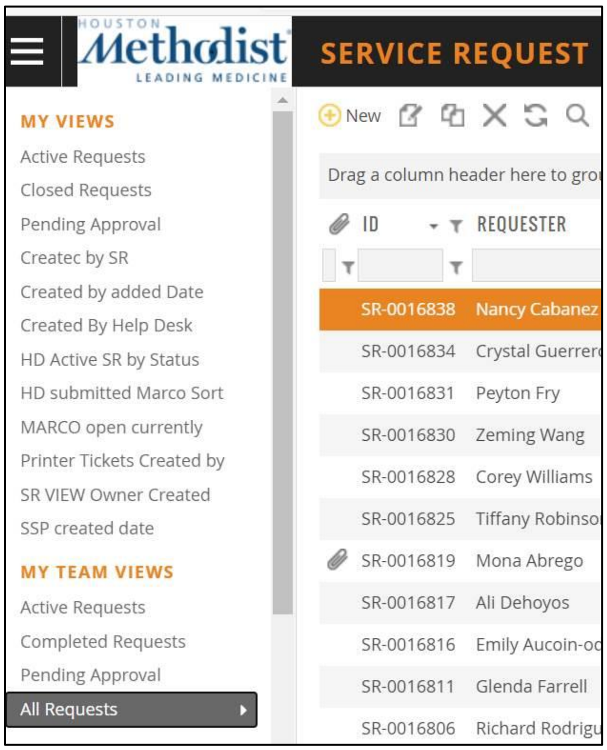
Change Gear: Using New Service Request Module

Audience: All Change Gear users

Guide staff on how to use the new **Change Gear Service Request** module.

Using New Service Request Module

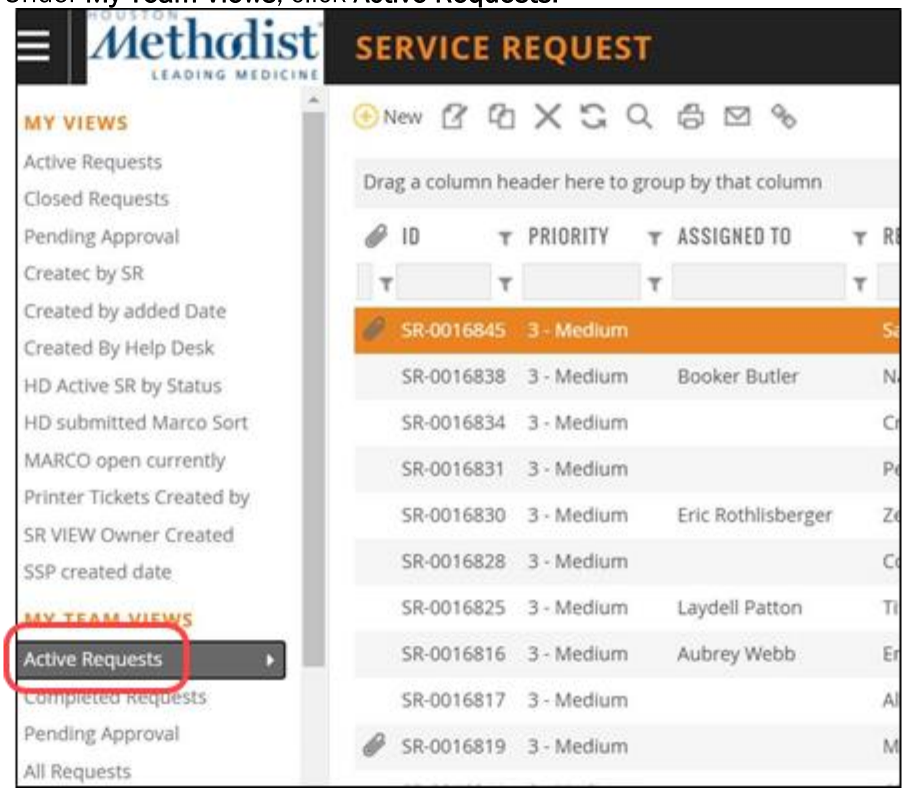
When you first go to the new **Service Request** module, you'll see all your team's requests, but in no specific order. You'll need to place them in **Status** order to know which tickets to work on first.



How To Place Tickets In Status Order

To get your tickets in **Status** order, create a view showing ticket status.

- Under **My Team Views**, click **Active Requests.**

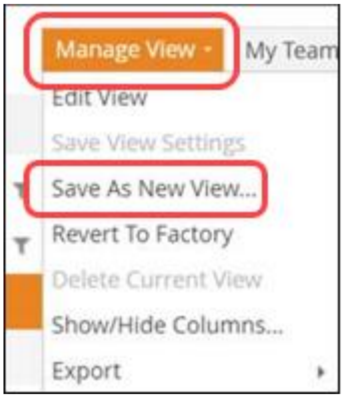


- Look for the **STATUS** column.
- Click and drag the word **STATUS** to the long gray bar.
- This will display all your tickets in **Status** order.

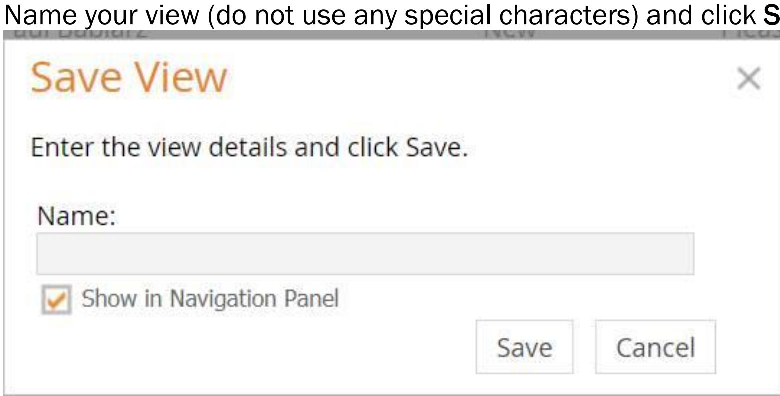
How To Save This View

Save this view for easy access when you return to the **Service Request** module.

- Click **Manage View.**
- Then click **Save As New View.**



- After you click **Save As New View**, you'll see this pop-up.
- Name your view (do not use any special characters) and click **Save.**



- Your view will now appear under **My Views** every time you use the **Service Request** module.

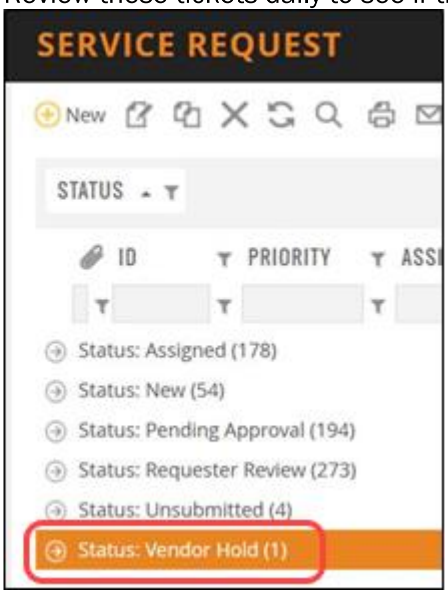
Which Tickets To Work On

In the **STATUS** view, you only need to look at **Assigned** and **New** tickets. If you don’t know how to work on your **Assigned** or **New** tickets, ask your team’s [Ticket Queue Manager].

Action Required

Category – Vendor Hold/Customer Hold

- These are tickets that are on hold, e.g., waiting for a change freeze to end or waiting for a vendor to deliver an item.
- Review these tickets daily to see if the status changed. If it has, you can work on the ticket.



No Action – Informational Only

Categories – Pending Approval, Requester Review and Unsubmitted

For these categories, no action is required at this time. Here’s what these categories mean.

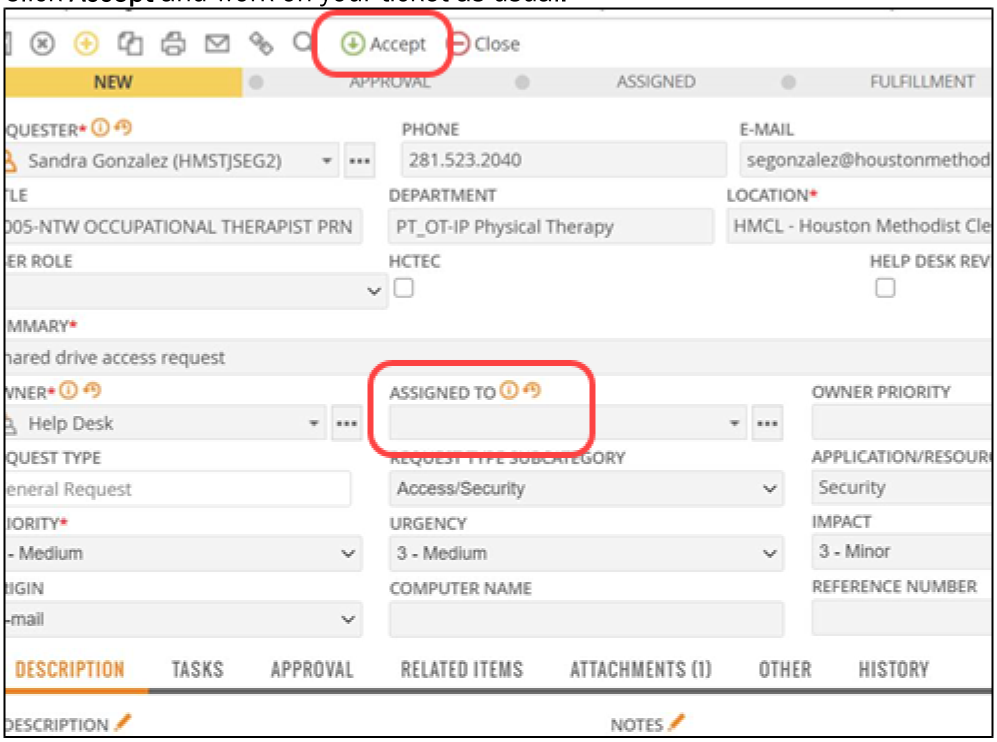
- **Pending Approval**
  - This is outside of IT.
  - Some employees have already requested system access. If they did this through the self-service portal, their manager’s approval is required. These tickets are waiting for the manager’s approval.

- **Requester Review**
  - This is the same as Pending Close or Resolve in the old Incident Request module.
  - The ticket is complete, and these auto-close after three days.

- **Unsubmitted**
  - Customer filled out a ticket but didn’t click **Submit.**
  - Our IT team will clean this up.

How To Work On Your Tickets In Service Request

- Enter your name in the **ASSIGNED TO** field.
- Click **Accept** and work on your ticket as usual.



How To Close Your Tickets In Service Request

- When you complete your ticket, click **Request Validation.** This notifies the customer that you've completed the work. The ticket will auto-close in three days.
- Your ticket will be in **Requester Review** status until it closes.
- **Note**: In Incident Request, this is called **Pending Close.**