


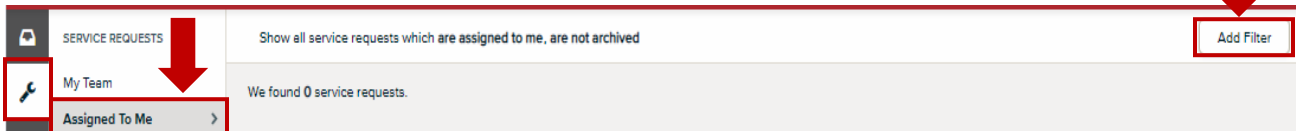
## CREATING AN "ASSIGNED TO ME" SERVICE REQUEST SMART LIST:

There are three service request categories: Request Received, Work in Progress, and Service Completed. Updating the status of the service request will shift that service request into that specific status category. To view all service request assigned to you throughout the changing statuses, three Smart Lists need to be created:

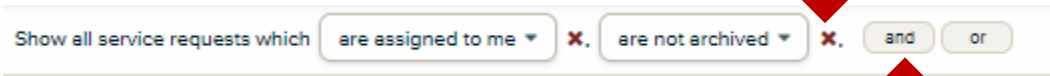
1. Service Request – Requests Received
2. Service Request – Work in Progress
3. Service Request – Service Completed

## SETTING UP A SERVICE REQUEST SMART LIST:

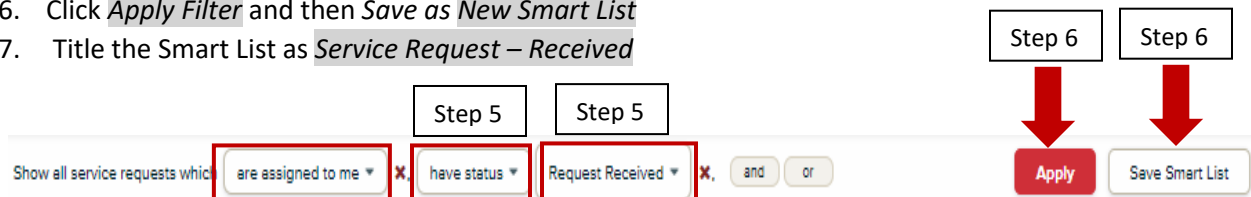
1. Click the Service Requests icon 
2. Click *Assigned To Me*
3. Click Add Filter on the upper



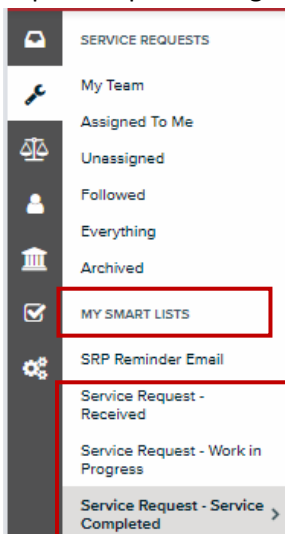
4. De-select (click the red X) *are not archived* to remove that tag



5. Click *and* to add the second filter of *have status* select *Request Received*
6. Click *Apply Filter* and then *Save as New Smart List*
7. Title the Smart List as *Service Request – Received*



8. Repeat steps 2 through 6 to create *Work in Progress* and *Service Completed* smart lists.



Step 7 & 8

Final Service Request Smart List will look like this and appear as *My Smart List* options.

## CHANGING A SERVICE REQUEST STATUS:

The screenshot displays a web interface for managing service requests. On the left is a dark sidebar with navigation options: SERVICE REQUESTS (with a close button), My Team, Assigned To Me, Unassigned, Followed, Everything, Archived, MY SMART LISTS, SRP Reminder Email, Service Request - Received (highlighted with a right arrow), Service Request - Work in Progress, and Service Request - Service Completed.

The main content area shows a filter for 'Request Received' and a message: 'Show all service requests which are assigned to me, have status Request Received'. Below this, it states 'We found 1 service requests.' with a 'View Map' link. The single request is titled 'wastewater discharge inquiry' with ID 'SR-0078082', dated 'Jan 30th at 12:13 PM', and from the 'Department of Public Works'. It is categorized as a 'Contact us form submission' and has three status tags: 'INQUIRY RESPONSE', 'SRSD', and 'WASTE WATER DISCHARGE'. A 'No more service requests' message is visible at the bottom of the list.