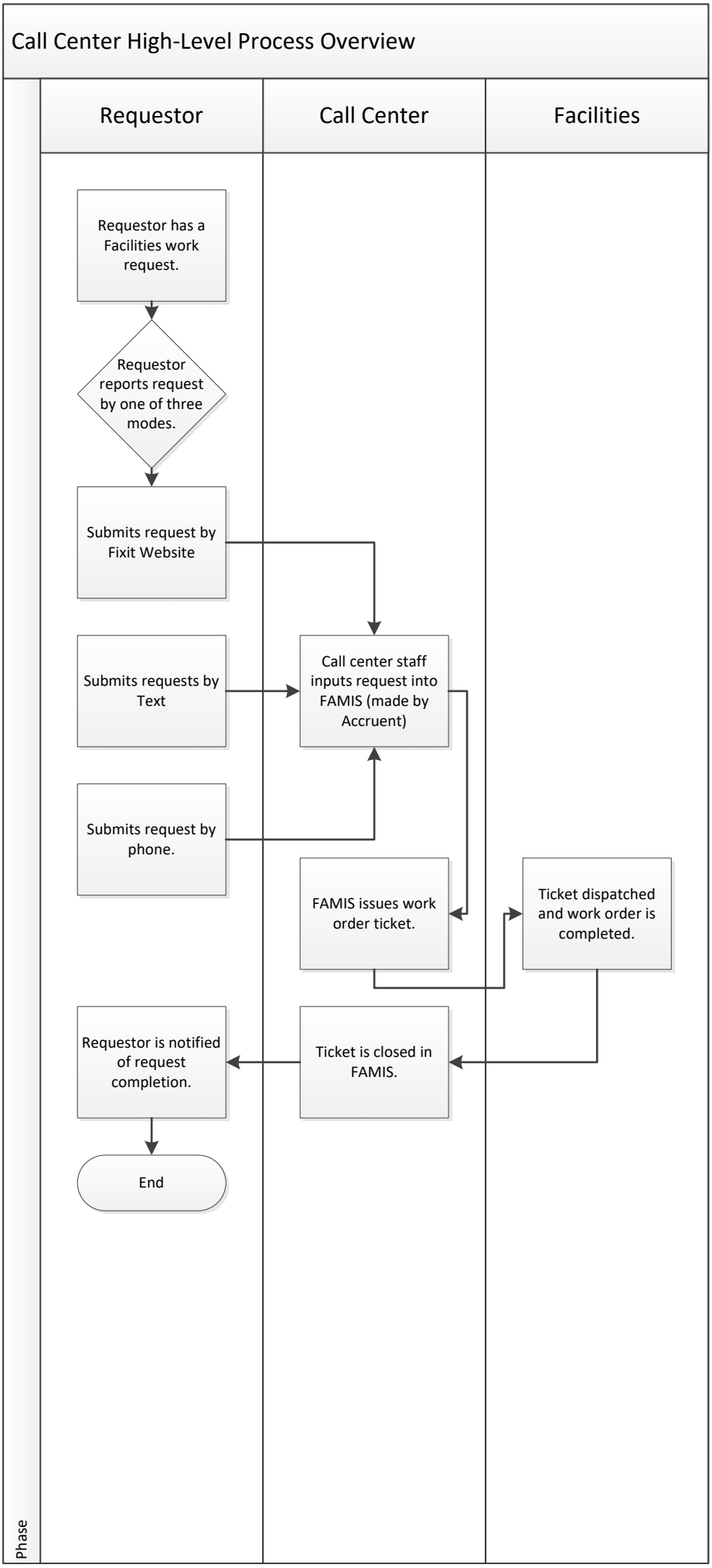
Call Center High-Level Process Overview
Requestor
Call Center
Facilities
Requestor has a Facilities work request.
Requestor reports request by one of three modes.
Submits request by Fixit Website
Submits requests by Text
Submits request by phone.
Call center staff inputs request into FAMIS (made by Accruent)
FAMIS issues work order ticket.
Ticket dispatched and work order is completed.
Ticket is closed in FAMIS.
Requestor is notified of request completion.
End
Phase