

# Account Request Management - Screen Modifications (13991, 13992) [Enhancement]

Last Modified on 01/30/2023 2:05 am EST

## Account Request Management

The *Account Request Management* screen has been modified with the following changes:

- Filter Changes
  - Options in the **Status** filter have been renamed from Resolved to Completed.
- New Columns Added
  - Completed By column has been added to record the name of the user who completed the account request.
  - Completed On column has been added to record the date and time the account request was completed.

ACCOUNT REQUEST MANAGEMENT

DIVISION

All

ASSIGNED TO

All

TYPE

All

STATUS

leted in Last 7 Days

Search

Q

ID

TYPE

ASSIGNED TO

DATE

1029

Please call me

Lori Mack

Tue Oct 12, 2021 01:51 ...

1066

Please call me

Bart Matthew

Mon Oct 25, 2021 09:2...

1076

Please call me

Lori Mack

Fri Oct 29, 2021 12:27 PM

Not Completed

Completed in Last 7 Days

Completed in last 30 Days

Completed in last 90 Days

Completed

CONTACT

NOTE

COMPLETED BY

COMPLETED ON

ra Smith

Lsmith@fakeEmail...

How can I get my bill sent to ...

Lori Mack

Wed Sep 28, 2022 09:1...

0001 Roger G...

Roger Griswald

Trash was out and not picke...

Lori Mack

Wed Sep 28, 2022 09:1...

an Gates

Brian

closed 10\*3 753

Lori Mack

Mon Oct 3, 2022 07:52 ...

ACCOUNT REQUEST MANAGEMENT

DIVISION

ASSIGNED TO

TYPE

STATUS

All

All

All

eted in last 30 Days

ID

TYPE

ASSIGNED TO

DATE

ACCOUNT/ SITE

CONTACT

NOTE

1002

Please call me

Lori Mack

Mon Oct 4, 2021 01:39 ...

24466 Katherine Henderson 33767 Kath...

Katherine

Trash bin needs to be replace...

1028

Please call me

Mike Smith

Tue Oct 12, 2021 01:03 ...

24380 John Doe 33650 John Doe

John Doe

Hello, I would like to find ou...

1029

Please call me

Lori Mack

Tue Oct 12, 2021 01:51 ...

4865 LAURA Phillips 11124 LAURA Phillips

lPhillips28fi@fake...

How can I get my bill sent to ...

1050

Please call me

Mike Smith

Mon Oct 18, 2021 10:2...

6143 DAVID Hendrix 12402 DAVID Hendrix

Patti Hendrix

I would like to go paperless, ...

1066

Please call me

Ken Holmes

Mon Oct 25, 2021 09:2...

26981 Roger Griswald 26981001 Roger G...

Roger Griswald

Trash was out and not picke...

1076

Please call me

Lori Mack

1091

Billing Error

Mike Smith

1092

Billing Error

Mike Smith

1093

Billing Error

Mike Smith

1094

Change of service

Emilio Natarén

1095

Please call me

Lori Mack

ACCOUNT REQUEST

CREATED ON

10/25/21 9:26 pm

LINKED ITEMS

CREATED BY

FakeEmail@Fake.comxxx

TYPE

Please call me

STATUS

Hold

Open

Hold

Completed

ASSIGNED TO

Hold

CONTACT

REASON CODE

NOTE

Trash was out and not picked up on 10/25

COMPLETION NOTE

Dispatch rescheduled pickup for 10/27

ADD ATTACHMENT

SAVE

DELETE

CLOSE

Pathway: Accounts > Account Request Management