TRAINING GUIDE

Customer Requests
Customer Request Creation

The Customer Service module of the AiM application is used to collect requests for repairs, and maintenance tasks, directly from customers via an outward facing screen. Multiple customer request screens are available for use, however, many organizations create their own versions of this screen.

In the case of East Carolina University, the Customer Request Web Page is used to capture customer requests, for problems to be reported, or work to be completed within the AiM application.
All requests will be entered using the customer request portal, unless instructed otherwise.

Note: Entry Points on any AiM screen that are outlined in red represent a required field that must be filled in to continue to the next screen. Requestor and Department are fields that do not default with the red “required” outline, but are required for many processes.

**Customer Request Creation from the Customer Request Portal**

This method is used to create and submit a Customer Request from the customer portal.

**Logging into the Customer Request Portal:**

1) Log into the Customer Request Portal: [https://assetworks.ecu.edu/cr/UserLoginValidation.xhtml](https://assetworks.ecu.edu/cr/UserLoginValidation.xhtml)

![Customer Service Request](image)

Figure 1

User Name: This field is populated with the user’s Pirate ID.
Password: This field is populated with the password.
Login: Clicking the login button passes the user login and password information to the system.

2) Enter your login ID (Pirate ID) and password, then click the “Login Button”
3) The “User Data View” screen. The user may verify their login information, and then click “Menu” to proceed to the next page.

4) Select “Enter a new request” from the Customer Service Request screen.
5) Select the appropriate Property ID by clicking on the ‘Zoom’ Icon, to the right of the ‘Property ID’ field.

6) Select from the list of available properties, by choosing the description of the desired property.
Note: There may be multiple pages of properties to choose from. If needed, use the arrows at the top of the list to navigate through the returned pages of results.

Figure 6

7) Optional: Select the room # associated with the request by clicking on the ‘Zoom’ Icon, to the right of the ‘Room #’ field.

Figure 7

8) Optional: Select the appropriate room number for the request, by choosing the description of the desired location.
9) Once the appropriate Property/Location has been selected, click 'Enter Request'.

10) Enter a full detailed description of the issue being reported.
Figure 10

11) Optional: Enter a Desired Completion Date, Problem Code (if known), Additional Contact Info, and Banner FOP (if known).

Figure 11

12) Once all required information has been entered, and a full description of the issue being reported is present, click “Save Request”
13) Your Customer Request has been submitted. *Note: The request number is displayed for future reference.*
**Quick Steps**

1) Log into the Customer Request Portal: [https://assetworks.ecu.edu/cr/UserLoginValidation.xhtml](https://assetworks.ecu.edu/cr/UserLoginValidation.xhtml)
2) Enter your login ID (Pirate ID) and password, then click the "Login Button”
3) The "User Data View” screen. The user may verify their login information, and then click "Menu” to proceed to the next page.
4) Select “Enter a new request” from the Customer Service Request screen.

5) Select the appropriate Property ID by clicking on the ‘Zoom’ Icon, to the right of the ‘Property ID’ field.
6) Select from the list of available properties, by choosing the description of the desired property.

7) Optional: Select the room # associated with the request by clicking on the ‘Zoom’ Icon, to the right of the ‘Room #’ field.
8) Optional: Select the appropriate room number for the request, by choosing the description of the desired location.
9) Once the appropriate Property/Location has been selected, click ‘Enter Request’
10) Enter a full detailed description of the issue being reported.
11) Optional: Enter a Desired Completion Date, Problem Code (if known), Additional Contact Info, and Banner FOP (if known).
12) Once all required information has been entered, and a full description of the issue being reported is present, click “Save Request”
13) Your Customer Request has been submitted. *Note: The request number is displayed for future reference.*