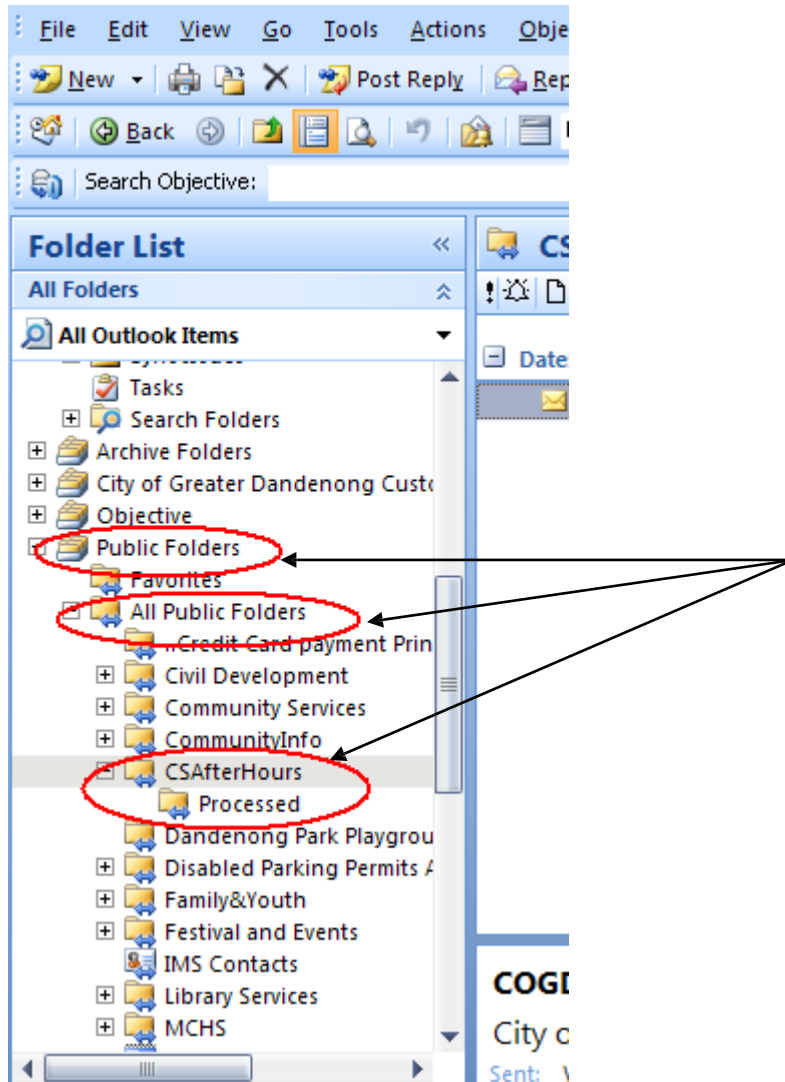


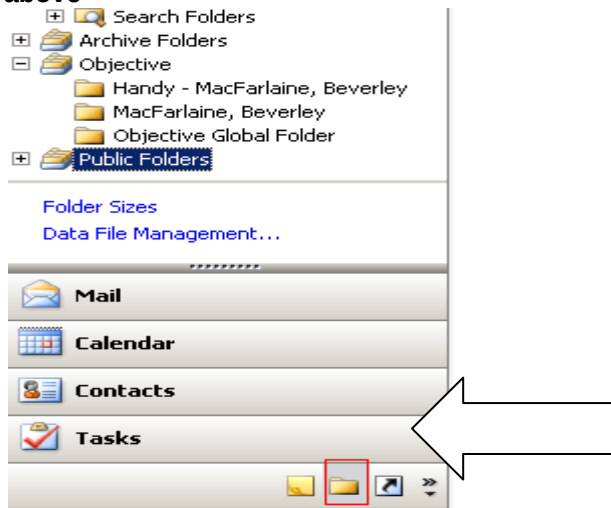
1. "After Hours" Requests

All requests are received from Councils after hour's service are sent to customer service via emails and are delivered to

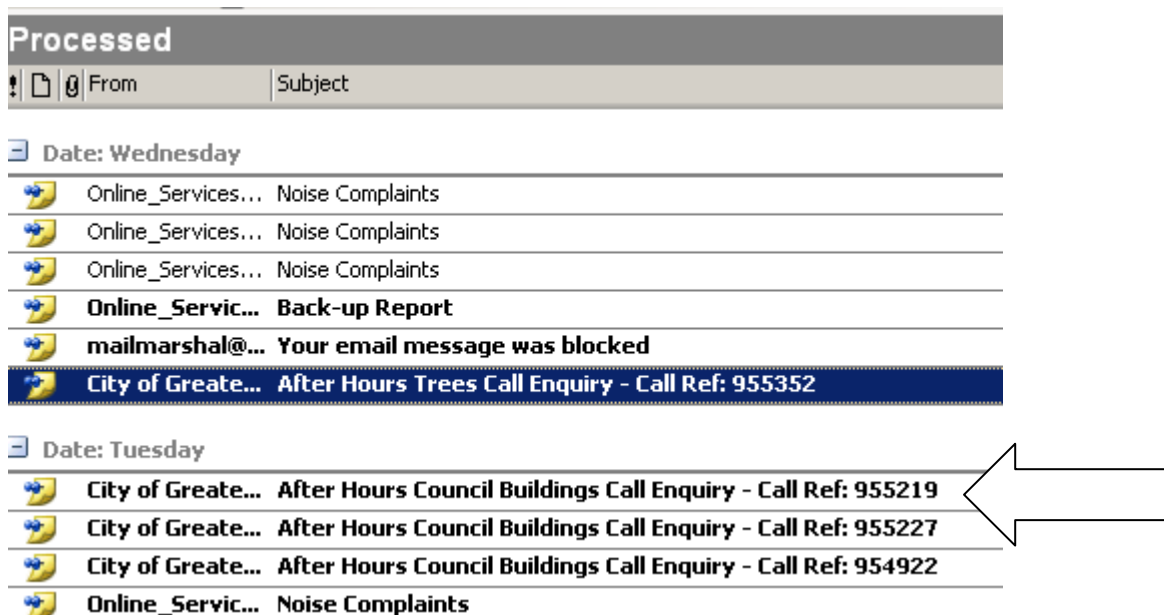
Public Folders > All Public Folders > CSAfterHours



If you cannot access public folder first click on this icon and then follow the process above

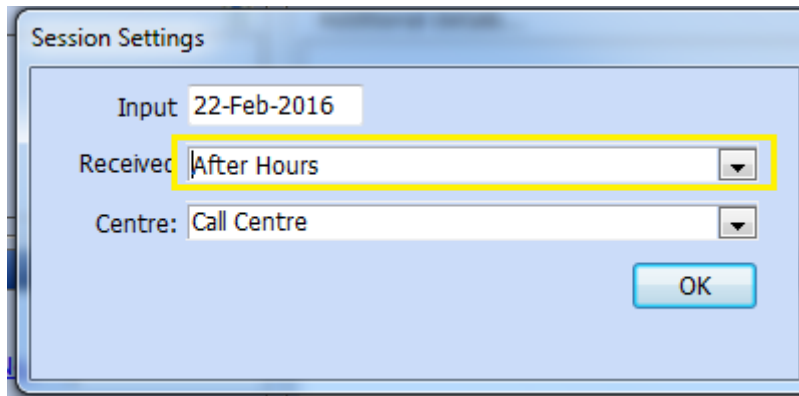


Click and open email that have a Call Ref Number these are reports to be entered in Merit.



2. Merits Entry

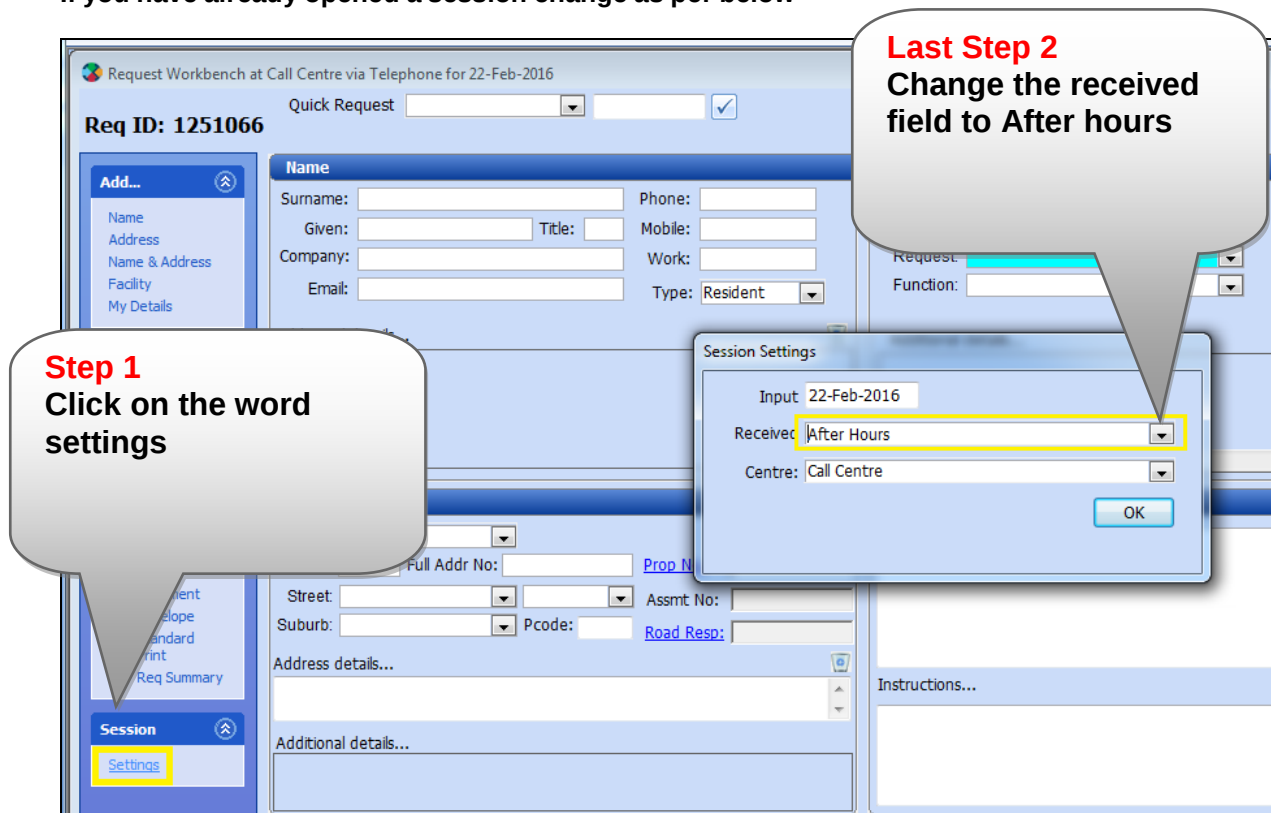
Firstly you must change the session settings at the start when you open merit as below



A screenshot of a 'Session Settings' dialog box. It has a light blue background. At the top, it says 'Session Settings'. Below that, there are three fields: 'Input' with the value '22-Feb-2016', 'Received' with a dropdown menu showing 'After Hours' (highlighted with a yellow border), and 'Centre' with a dropdown menu showing 'Call Centre'. At the bottom right is an 'OK' button.

OR

If you have already opened a session change as per below



A screenshot of the 'Request Workbench' interface. The title bar says 'Request Workbench at Call Centre via Telephone for 22-Feb-2016'. The main area shows 'Req ID: 1251066' and a 'Quick Request' section. On the left, there's a sidebar with 'Add...' and 'Session' sections. The 'Session' section has a 'Settings' button highlighted with a yellow border. A speech bubble points to this button with the text: 'Step 1 Click on the word settings'. In the center, there's a 'Name' section with fields for Surname, Given, Title, Phone, Mobile, Company, Work, Email, and Type (set to Resident). On the right, there's a 'Request' section with 'Function' and 'Request' dropdowns. A speech bubble points to the 'Received' dropdown in the 'Session Settings' dialog box with the text: 'Last Step 2 Change the received field to After hours'. The 'Session Settings' dialog box is also visible, showing 'Input: 22-Feb-2016', 'Received: After Hours' (highlighted with a yellow border), and 'Centre: Call Centre'.

Go back to email

FW: After Hours Roads Call Enquiry - Call Ref: 1615450 - Discussion (Read-Only)

File Edit View Insert Format Tools Actions Objective Help

Post Reply Attach as Adobe PDF

From: Thomson, Mary
Posted To: Processed
Conversation: After Hours Roads Call Enquiry - Call Ref: 1615450
Subject: FW: After Hours Roads Call Enquiry - Call Ref: 1615450

From: City of Greater Dandenong[SMTP:DANDENONG@ORACLECMS.COM]
Sent: Monday, 29 August 2011 7:17:24 AM
To: Farquer, Kevin; Martin, Gus; CSAfterHours
Subject: After Hours Roads Call Enquiry - Call Ref: 1615450

Date / Time: 29/08/2011 06:43:29

Enquiry Type: ROADS

Relating To: SCHOOL CROSSINGS

Firstname: MELISSA

Surname: SPRUIT

Tel Number: 03 9798 7324

LocationAddress1: CORNER DARREN AND HENDERSON RD

Suburb: DANDENONG

Postcode: 3175

Nature of call: CALLER ADVISED THAT HER FATHER, PETER SPRUIT IS UNABLE TO ATTEND HIS SCHOOL CROSSING

Highlight the content of this email ready to paste to the description of the merit

Enter details in Merit as per normal

Request Workbench at Call Centre via Telephone for 22-Feb-2012

Req ID: 1251066

Quick Request ☐ Other Stats ☒ Count Only ☐

Add...

- Name
- Address
- Name & Address
- Facility
- My Details

Options...

Show

Find...

Property & Rating
Hotkeys

Output...

- Document
- Envelope
- Standard Print
- Req Summary

Session

Settings

Name

Surname: Phone:
Given: Title: Mobile:
Company: Work:
Email: Type: Resident

Additional details...

Address

Type: Location
No: Full Addr No: Prop No:
Street: Assmt No:
Suburb: Pcode: Road Resp:

Address details...

Additional details...

Issue

Keyword:
Service: Provider:
Request: Req Type:
Function: Priority: Standard Res

Additional details...

Description

Instructions...

Enter categories as per Council Assist

Paste into the description and proceed with the rest of the merit as per normal

3. Move the email to the processed folder in public folders.

