



REQUESTER DETAILS IN EMAIL –  
ASSIGN EMPLOYEE

EAGLE TECHNOLOGY, INC.



# REQUESTER DETAILS IN EMAIL

## ADD REQUESTER (SETTINGS >> COMPANY >> REQUESTERS)

- Fill in the **Requester Name** field.
- Fill in the **Requester Email** field.
- Fill in the **Requester Phone Details** field.

Requester

New Use Existing

Requester Name  
zahid iqbal

Email Address  
zahid@inzerotech.com

Phone Number  
826721956

Country Code  
91

Area Code  
012

Extension  
3

Close Save

The **Requester's** details are shown in the below image.

proteus

Home Assets Inventory Personnel Providers Purchasing Reports Service Requests Work Orders Company Active Directory ERP Settings

Quick Links

Settings - Company - Requesters

Save Search Requester zahid iqbal Total Records : 1

	Requester	All	123	ALL DO N...	April	Californ...	Central ...	Chandiga...
Service Request	zahid iqbal							
Purchasing	zahid@inzerotech.com							
Service Request & Purchasing	+ 91 (012)826721956x3							

## SCENARIO 1 – ACCEPTING SERVICE REQUEST

- Select the **Requester** from the drop-down.
- **Accept** the service request.

Service Request - Service Requests >> Service Request

Service Request 20171123001

Details Tasks and Labor Email Attachments

Description  
Service Request - Test 01

Requester: zahid iqbal

Target: CDG-02 (Assets) MMX37 Test site >> Chandigarh

Required Date: 11/23/2017

Priority: High

Assigned To: zahid-CDG-01

Maintenance Code: Access System/Bad Card-DM

Work Type: Breakdown Maintenance

Accept

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

You have been assigned a new Work Order. Inbox x

MMX37 Test site to me

11:50 AM (0 minutes ago)

Work Order Number	20171123006
Job Number	
Description	Service Request - Test 01
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Approved
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahid@linzerotech.com
Additional Details	Created From Service request

## SCENARIO 2 – ACCEPTING SERVICE REQUEST

- Add the **Requester** by clicking the **Add** button, which is displays in front of the **Requester** drop-down.

The screenshot shows the 'Requester' modal form. The form contains the following fields: Requester Name (Nazish Alam), Email Address (nazishaa@inzerotech.com), Country Code (11096), Area Code (11), Phone Number (235698), and Extension (11). The 'Save' button is highlighted with a red box. The background shows the 'Service Request' form with the 'Requester' field currently empty.

- **Accept** the service request.

The screenshot shows the 'Service Request' form. The 'Requester' field is now populated with 'Nazish Alam' and is highlighted with a red box. The 'Assigned To' field is also highlighted with a red box and contains 'zahid-CDG-01'. The 'Required Date' is 11/23/2017, and the 'Priority' is 'Normal'. The 'Work Type' is 'Breakdown Maintenance'. The 'Maintenance Code' is 'Access System/Card Request-DM'. The 'Requester' field has a green plus icon next to it, indicating it can be added or modified.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Requester details such as **Name**, **Email**, and **Phone Number** are displayed.

You have been assigned a new Work Order. Inbox x

**MMX37 Test site** 12:18 PM (0 minutes ago)  
to me ▾

Work Order Number	20171123007
Job Number	
Description	Service Request - Test 02
Work Order Type	Demand Maintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Approved
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Nazish Alam
Requester Phone	+11096 (11) 235696 x1
Requester Email	<a href="mailto:nazishaa@inzerotech.com">nazishaa@inzerotech.com</a>
Additional Details	Requester Added Manually - Service Requester

### SCENARIO 3 – ACCEPTING SERVICE REQUEST

- The **Requester** drop-down is now blank.
- Fill in the **Requester Email** and **Requester Confirm Email** field shown below.
- Fill in the **Requester Phone** field shown below.
- **Accept** the service request.

Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description  
Service Requester - Requester is blank

Requester

Target  
CDG-02  (Assets) MMX37 Test site >> Chandigarh

Required Date  
11/23/2017

Priority

Assigned To  
zahid-CDG-01

Requester Full Name

Requester Email  
zahid@inzerotech.com

Requester Confirm Email  
zahid@inzerotech.com

Send SMS To Employee

Maintenance Code  
Access System/Card Request

Work Type  
Breakdown Maintenance

Requester Phone  
21312321

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- The manually-filled **Requester Email** and **Requester Phone** fields are shown.

You have been assigned a new Work Order. Inbox x

**MMX37 Test site**  
to me ▾

Work Order Number	20171123008
Job Number	
Description	Service Requester - Requester is blank
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Phone	21312321
Requester Email	<a href="mailto:zahidi@inzerotech.com">zahidi@inzerotech.com</a>
Additional Details	Requester is blank -

#### SCENARIO 4 – ACCEPTING SERVICE REQUEST

- Select the **Requester** from the drop-down.
- Fill in the **Requester Email** and **Requester Confirm Email**, as shown below.
- Fill in the **Requester Phone**, as shown below.
- **Accept** the service request.

Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description  
Service Request - Requester selected & Manually filled email and phone Number

Requester  
zahid iqbal +

Target  
CDG-02 (Assets) MMX37 Test site >> Chandigarh

Required Date  
11/23/2017

Maintenance Code  
Access System/Misc-DM

Work Type  
Breakdown Maintenance

Priority  
Normal

Assigned To  
zahid-CDG-01

Requester Full Name

Requester Email  
test@gmail.com

Requester Confirm Email  
test@gmail.com

Send SMS To Employee


Requester Phone  
1111111111

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THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name**, **Email**, and **Phone Number** are displayed, which are selected from the drop-down.

You have been assigned a new Work Order. Inbox x

 **MMX37 Test site**  
to me ▾

Work Order Number	20171123009
Job Number	
Description	Service Request - Requester selected & Manually filled email and phone Number
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Approved
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	<a href="mailto:zahidi@inzerotech.com">zahidi@inzerotech.com</a>
Additional Details	Here user select both requester and also filled the data manually.

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## SCENARIO 5 – ACCEPTING SERVICE REQUEST

- Add the **Requester** only. Fill in the **Requester Name** field, as shown below.

Quick Links Service Requests - Service Requests >> Service Request

**Service Request**

Details Tasks and Labor Email Attachments

Description  
Service Request - Requester has no Phone Number and email

Requester

Target

Requester Email

Requester Confirm Email

**Requester**

Requester Name  
Wassique Ahmed

Email Address  
Email Address **Fields are blank**

Country Code Area Code  
Country Code Area Code

Phone Number Extension  
Phone Number Extension

Close Save

- Fill in the **Requester Email** and **Requester Confirm Email**, as shown below.
- Fill in the **Requester Phone**, as shown below.
- **Accept** the service request.

Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description  
Service Request - Requester has no Phone Number and email

Requester  
Wassique Ahmed

Maintenance Code  
Building Fire Watch-DM

Target  
CDG-02

Required Date  
11/23/2017

Work Type  
Breakdown Maintenance

Priority  
Normal

Assigned To  
zahid-CDG-01

Requester Full Name

Requester Email  
testing@email.com

Requester Confirm Email  
testing@email.com

Send SMS To Employee

Requester Phone  
10101010

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- The **Requester Name** is shown.
- The **Requester Phone Number** is shown.
- The **Requester Email** is not shown below.

You have been assigned a new Work Order. Inbox x

MMX37 Test site  
to me

1:05 PM (1 minute a

Work Order Number	20171123012
Job Number	
Description	Service Request - Requester has no Phone Number and email
Work Order Type	Demand/Maintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	Close
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Wassique Ahmed
Requester Phone	10101010
Additional Details	This is only testing purpose -Requester has no Phone Number and email. Manually fill the email and phone number.



## SCENARIO 6 – ACCEPTING SERVICE REQUEST

- The **Requester** field is blank, as shown below.
- **Requester Email**, **Requester Confirm Email**, and **Requester Phone** fields are blank, as shown below.
- **Accept** the service request.

Quick Links Service Requests - Service Requests >> Service Request

Details Tasks and Labor Email Attachments

Description  
Service Request - Requester blank & other fields also blank

Requester Maintenance Code

Target CDG-02 Required Date 11/23/2017 Work Type

Priority Assigned To rahul-CDG-01 Requester Full Name

Requester Email Requester Confirm Email Send SMS To Employee Requester Phone

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

You have been assigned a new Work Order. Inbox x

MMX37 Test site  
to me

Work Order Number	20171123458
Job Number	
Description	Service Request - Requester blank & other fields also blank
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Additional Details	

## SCENARIO 7 – WORK ORDER (CREATED)

- **Create Work Order** and select the **Requester** from the drop-down, as shown below.

Work Order - Created

Required Date: 11/23/2017

Requester: zahid iqbal

Priority: [Dropdown]

Maintenance Code: [Text]

Work Type: [Dropdown]

Print BOM: [Button]

Requester Full Name: assigned to employee: zahid-CDG-01

Target: CDG-02 - Battery-Site-CDG-02

Completion Date: [Text]

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name**, **Email**, and **Phone Number** are displayed, which are selected from the drop-down.

You have been assigned a new Work Order. [Inbox](#) x

**MMX37 Test site**  
to me

Work Order Number	20171123014
Job Number	
Description	Work Order - Created
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	<a href="mailto:zahidi@inzerotech.com">zahidi@inzerotech.com</a>
Additional Details	

## SCENARIO 8 – WORK ORDER (CREATED)

- **Create Work Order** and **Requester** fields are blank, as shown below.
- Fill in the **Requester Full Name** and **Requester Phone** fields, as shown below.

Quick Links Work Orders - Work Orders >> Work Order

Details Tasks and Labor Parts Tools Causes Email Attachments

Description  
Work Order - No Requester

Required Date 11/23/2017 Priority [dropdown] Maintenance [dropdown]  
Requester [empty] Print BOM [icon] Work Type [dropdown]  
Requester Full Name Nazish Alam assigned to zahid-CDG-02  
Target CDG-02 - Battery-Site-CDG-02 (Assets) MMX37 Test site >> Chandigarh  
Completion Date [empty] Work Started Date [empty]  
Requester Phone 1111111111

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Requester Name** and **Requester Phone** fields are shown.

You have been assigned a new Work Order. Inbox x

MMX37 Test site  
to me [dropdown]

Work Order Number	20171123017
Job Number	
Description	Work Order - No Requester
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Nazish Alam
Requester Phone	1111111111
Additional Details	

## SCENARIO 9 – CALL LOG – CREATE WORK ORDER

- Create **Work Order** from **Call Log** and select **Requester**, as shown below.

Quick Links

Work Order

Details Tasks and Labor Parts Tools Causes Email Attachments

Description  
Call Log - Create Work Order

Maintenance Code

Required Date  
08/03/2017

Priority

Work Type

Requester  
zahid iqbal

Print BOM

Requester Full Name  
Test

assigned to employee  
zahid-CDG-01

Target  
MM - 1 GROUNDS

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name**, **Email**, and **Phone Number** are shown, which is selected from the drop-down.

MMX37 Test site

to me

Work Order Number	20171123020
Job Number	
Description	Call Log - Create Work Order
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	08/03/2017
Work Order Status	
Target (Locations)	MM - 1 GROUNDS
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	<a href="mailto:zahidi@inzerotech.com">zahidi@inzerotech.com</a>
Additional Details	

## SCENARIO 10 – CALL LOG – CREATE WORK ORDER

- Create **Work Order** and the **Requester** field is blank, as shown below.
- Fill in the **Requester Full Name** and **Requester Phone** fields, as shown below.

The screenshot shows a 'Work Order' form with the following fields and values:

- Description:** Cal Log 01- Create Work Order
- Required Date:** 08/03/2017
- Priority:** (dropdown menu)
- Requester:** (blank field, highlighted with a red box)
- Requester Full Name:** Nazish Alam (highlighted with a red box)
- Requester Phone:** 22222222 (highlighted with a red box)
- Target:** MM - 1 GROUNDS
- Completion Date:** (blank field)
- Work Started Date:** (blank field)
- assigned to employee:** zahid-CDG-01 (highlighted with a red box)

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Requester Name** and **Requester Phone Number** are displayed, as shown below.

The email notification contains the following details:

Work Order Number	20171123032
Job Number	
Description	Cal Log 01- Create Work Order
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	08/03/2017
Work Order Status	
Target (Locations)	MM - 1 GROUNDS
Requester Name	Nazish Alam
Requester Phone	22222222
Additional Details	

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#### **SCENARIO 11 – ASSET – CREATE WORK ORDER**

- Same flow as shown in: **Scenario 9 & 10**

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#### **SCENARIO 12 – ASSET SYSTEM – CREATE WORK ORDER**

- Same flow as shown in: **Scenario 9 & 10**

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#### **SCENARIO 13 – LOCATION – CREATE WORK ORDER**

- Same flow as shown in: **Scenario 9 & 10**

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#### **SCENARIO 14 – STOCKROOM >> STOCKROOM PART – ISSUE REPAIR ORDER**

- Same flow as shown in: **Scenario 9 & 10**