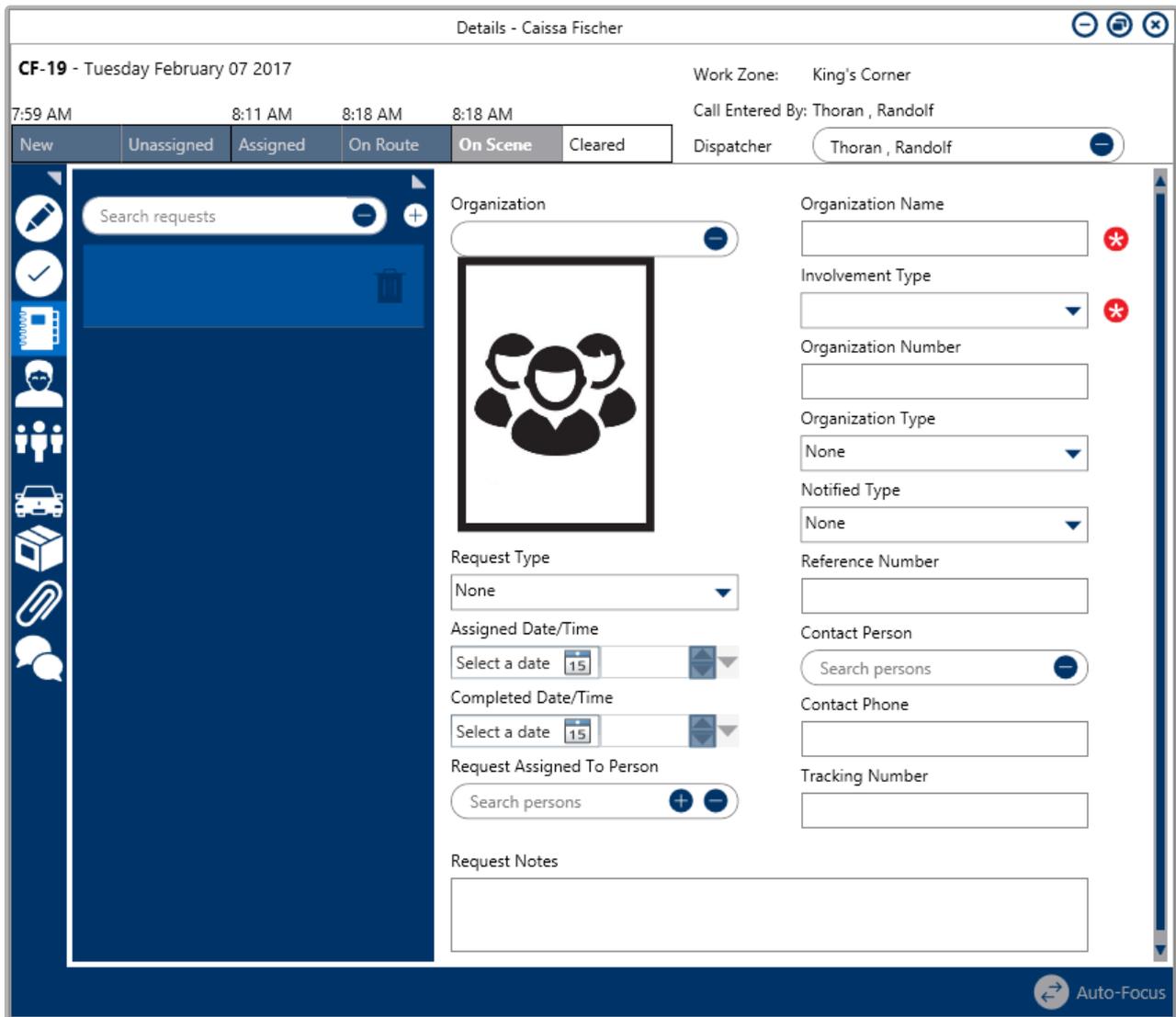


# Create a Service Request

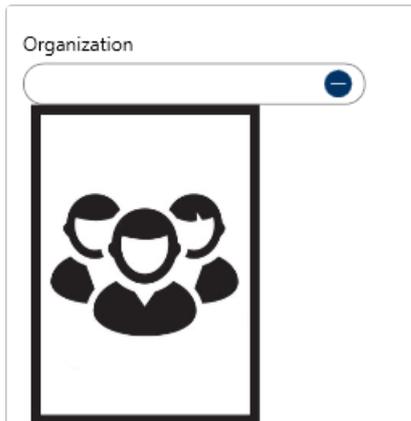
Last Modified on 10/01/2019 3:04 pm EDT



*A new blank Service Request.*

## To create a service request:

1. Double-click a dispatch in the **Dispatches** panel to open the **Details** panel.
2. Click  **Service Requests**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the organization has a saved record in Command Center, enter search criteria in the **Organization** field to locate that record, then click to select it. This will automatically complete the **Organization Name** field and photo, if available.



*The Organization field in a new service request. You can use this field to search for previously saved organizations.*

5. **Optional:** Select the type of request being made in the **Request Type** field.
6. **Optional:** Select a date and time in the **Assigned Date/Time** fields by typing a date or clicking the  icon to select a date from the calendar, then type or use the  arrows to select the time.
7. **Optional:** Select a date and time in the **Completed Date/Time** fields by typing a date or clicking the  icon to select a date from the calendar, then type or use the  arrows to select the time.
8. **Optional:** Enter search criteria to select person record in the **Request Assigned To Person** field. To **Quick Add** a person record (which will be saved in Command Center as a Person object):
  - a. Click the  icon in the **Requested Assigned To Person** field.
  - b. Enter the person's name in **First Name** and **Last Name** fields.
  - c. **Optional:** Enter or select additional information about the person in the **Gender**, **Email Address**, and **Phone Number** fields.
  - d. Click **Add**.
9. **Optional:** Enter any notes about the request in the **Request Notes** field.
10. Enter an organization name in the **Organization Name** field. If you selected a previously saved organization in step 4, skip this step.
11. Select how the organization was involved in the dispatch from the **Involvement Type** dropdown.
12. **Optional:** Enter a number, code, or ID that identifies the organization in the **Organization Number** field.
13. **Optional:** Select the organization type from the **Organization Type** dropdown menu.
14. **Optional:** Select how the organization notified you of this service request from the **Notified Type** dropdown menu.
15. **Optional:** Enter a reference or file number in the **Reference Number** field.
16. **Optional:** Enter search criteria to select a person record in the **Contact Person** field.

17. **Optional:** Enter a phone number for the organization contact in the **Contact Phone** field.
18. **Optional:** Enter a tracking number in the **Tracking Number** field.