



FTMAINTENANCE SERVICE REQUEST

How Long is Your Service Request Queue?

Fulfilling service requests quickly and accurately is a priority for all maintenance teams. FTMaintenance Service Request makes it easy for anyone to submit service requests to the maintenance team using a convenient web-based application. The user-friendly FTMaintenance Service Request interface allows users to create detailed requests in a matter of clicks, view and update submitted requests, and stay in the loop on a service request's status.



Accessible Anywhere

Submit requests from any internet-connected computer, laptop, tablet, or smartphone.



Responsive Design

The interface automatically adjusts to fit any device, screen size, and screen orientation.



Instant Deployment

FTMaintenance Service Request is web-based, meaning no software installation is required.



Customizable Request Form

Tailor the service request form to capture the exact information you need.



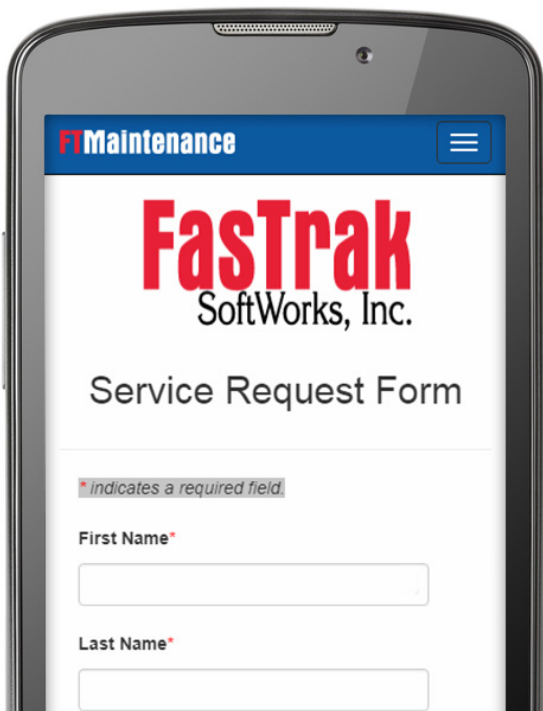
Automatic Notifications

Automatically notify requesters of the status of service requests at every step.



Personalized Interface

Make FTMaintenance Service Request yours by adding your company's logo, custom instructions, and administrative messages.



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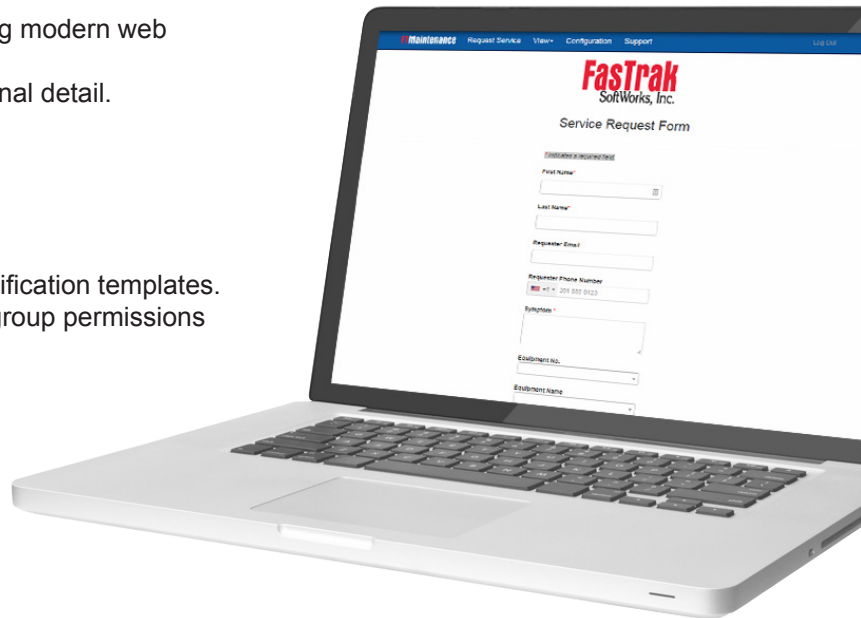
Core Functionality

For Requesters:

- Create, view, update, and withdraw service requests using modern web browsers on any internet-connected device.
- Attach images or other files to requests to provide additional detail.

For Administrators:

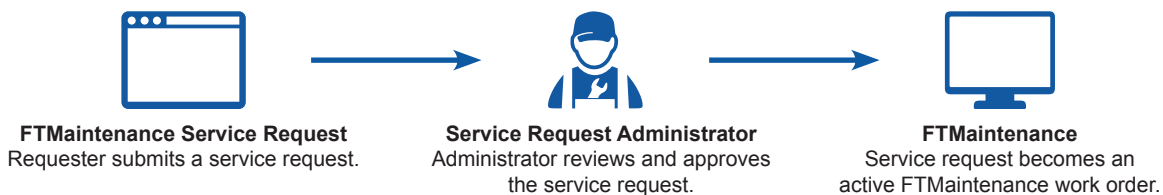
- View service request history.
- Customize service request form and login page.
- Create and format instructions page for requesters.
- Configure service request notifications and customize notification templates.
- Manage user authentication, login credentials, and user group permissions directly from within FTMaintenance Service Request.



Using FTMaintenance Service Request with FTMaintenance CMMS

FTMaintenance Service Request operates in one of two modes, either Review Mode or Direct Mode, which allows you to choose the work order creation process that best meets your organization's needs:

Review Mode: Service requests are reviewed by an administrator before becoming an active FTMaintenance work order.



Direct Mode: All submitted service requests automatically become active FTMaintenance work orders.

