



The seamless, fast and secure FaciliWorks Web Service Request module allows users in various locations to quickly and easily create and submit service requests over the Internet and automatically routes them to a central maintenance department, eliminating time-consuming phone calls and written requests, while providing centralized documentation of every service request and its outcome.

FaciliWorks 8i Server

FaciliWorks Desktop

Upon receipt of the service request, FaciliWorks sends automatic email notifications at each step of the process, informing the original requestor and need-to-know personnel of the progress of the request. Email notifications are automatic and fast and can be routed directly to mobile devices for immediate action.

Service requests can be created, edited, approved and converted into work orders manually or automatically. Upon approval of the service request, FaciliWorks creates and assigns a work order which is easily monitored and reported on from the FaciliWorks Dashboard.

FaciliWorks 8i Server

Service Requests	Work Orders
<ul style="list-style-type: none"> <li>There are 0 SR for approval</li> <li>There are 0 SR due today</li> <li>There are 1 SR that are overdue</li> </ul>	<ul style="list-style-type: none"> <li>There are 10 PMs to be created</li> <li>There are 0 emergency work orders</li> <li>There are 2 open work orders</li> </ul>

FaciliWorks Desktop

Service Request Summary	Work Order Summary
<ul style="list-style-type: none"> <li>There are 2 service requests for approval</li> <li>No service request due today</li> <li>There are 25 service requests that are overdue</li> </ul>	<ul style="list-style-type: none"> <li>There are 22 open work orders</li> <li>There are 2 work orders to be created</li> <li>No emergency work order at the moment</li> </ul>

Reduce costs and improve the efficiency of your maintenance department with the seamless, fast and secure FaciliWorks Web Service Request module!



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