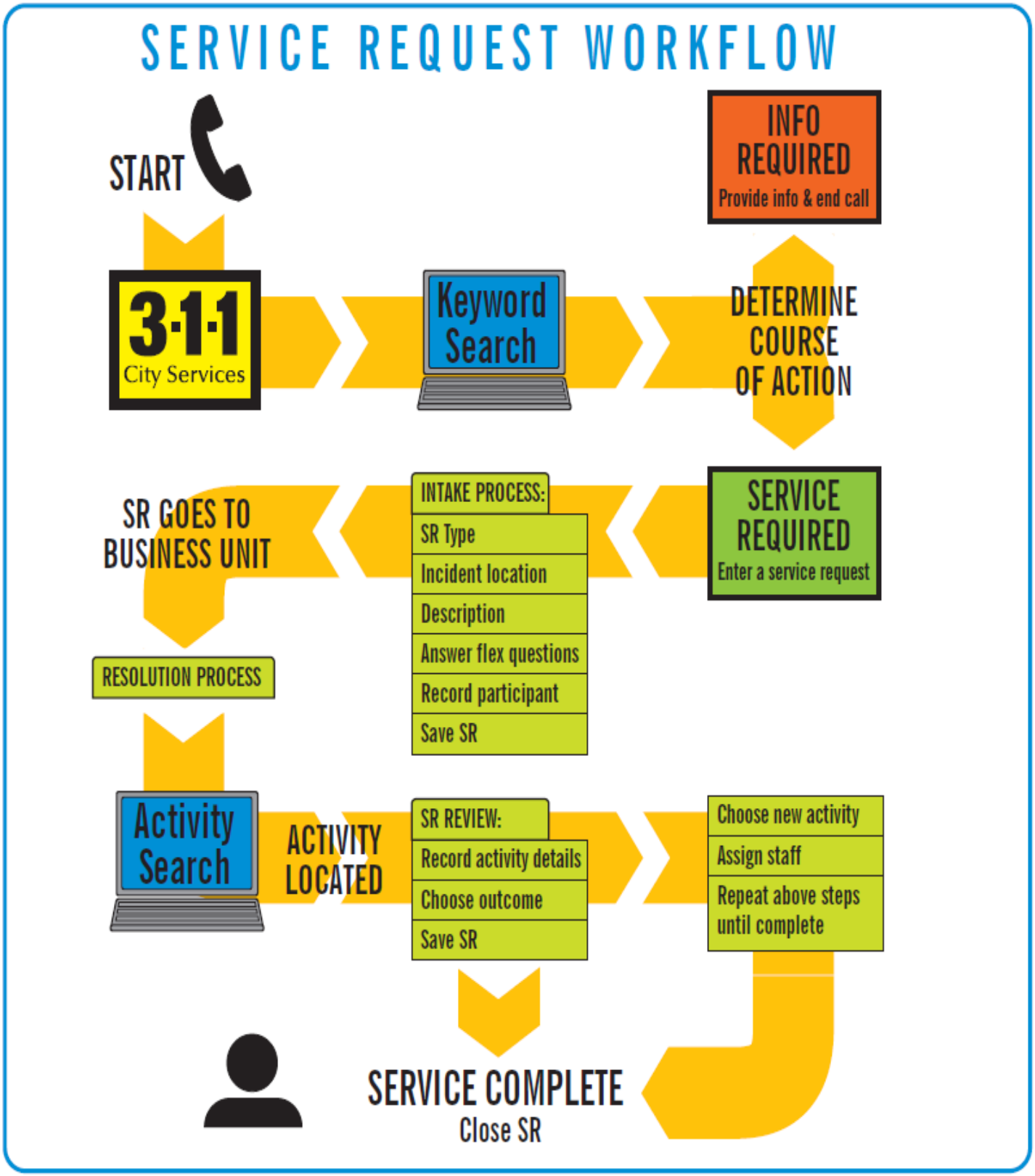
SERVICE REQUEST WORKFLOW
START
3-1-1
City Services
Keyword Search
DETERMINE COURSE OF ACTION
INFO REQUIRED
Provide info & end call
SERVICE REQUIRED
Enter a service request
INTAKE PROCESS:
SR Type
Incident location
Description
Answer flex questions
Record participant
Save SR
SR GOES TO BUSINESS UNIT
RESOLUTION PROCESS
Activity Search
ACTIVITY LOCATED
SR REVIEW:
Record activity details
Choose outcome
Save SR
Choose new activity
Assign staff
Repeat above steps until complete
SERVICE COMPLETE
Close SR