

SERVICE REQUEST WORKFLOW

START 

INFO REQUIRED
Provide info & end call

3-1-1
City Services

Keyword Search 

DETERMINE
COURSE
OF ACTION

SR GOES TO
BUSINESS UNIT

INTAKE PROCESS:
SR Type
Incident location
Description
Answer flex questions
Record participant
Save SR

SERVICE REQUIRED
Enter a service request

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