

# ProTeus IV

The CMMS Technology Leader



## Service Request

The screenshot shows a 'Service Request' window with the following fields and values:

Job No.:		Status:	OUT OF ORDER
Request No.:		Equipment No.:	LIF001
Requested By:	REMY DU POINTE	Equipment Name:	LIFT PLATFORM
Phone:		Location:	LOADING DOCK
Requester E-mail:	remy@eaglecmms.com	Warranty Date:	7/6/2004
Priority:	EMERGENCY	Drawing Files:	
Maintenance Code:		Date Required:	7/22/2004
Work Type:		Time Required:	09:40 AM
Cost Center:		Originator:	MM
Est. Down Time:		<input type="checkbox"/> Auto Print Work Order	
Shift:		<input type="checkbox"/> E-Link	
Symptom:	BROKEN BELT		

The Service Request Module allows users to submit work requests from any workstation connected to the company's network.

Users can enter a description of a problem and their location, which either automatically creates a work order, or is sent to the Maintenance Administrator for review.

### Features

- Use in networked buildings and campuses.
- Improve departmental communication and minimize emergency response time.
- Visit our web site for a complete slideshow presentation of the Service Request module. Visit [www.eaglecmms.com](http://www.eaglecmms.com).

An automated email response informs the requestor when the ProTeus work order has been created and when it will be attended to. It also sends details of a work order to maintenance employees' email or pagers.

**Eagle**  
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