[company logo]
[company name]

SERVICE REQUEST RECORD

Service Request Record

Service request ID		Timestamp			
		Date	Time		
2020_1		*4/21/2020*	*2:30:00 PM*		

[company logo]
[company name]

Company	Telephone	
company 1	123460	

[company logo]
[company name]

Status	Priority	Description	Justification
Requested	*2*		

[company logo]
[company name]

Approved by	Service Request entered by Name	Resolution history
Last name, Name 1	*Last name, Name 1*	*Enter performed steps.*

Service Request fulfillment	
Closure category	▓▓▓▓▓▓
▓▓▓▓▓▓▓▓▓▓	

[company logo]
[company name]

Related service request

[company logo]
[company name]

Usage instructions

One service requests can contain one or more rows. If you record
advisable) service request use new row for every entry (either ne
row at the bottom of the service request you are working on).

Priority - cell is automatically calculated (Impact+Urgency-1)

Don't delete this wo

Origin	
Phone	
Email	
Fax	

s		Record every reported service request As res...
...l every step until closure (which is highly ...ext row if it is a last event in a list or insert new		do this, insert rows and fill all necessary fields ...as many times as needed (i.e. until service req...

rksheet!	**Content below this point is**

Resolution		Status	Company
Purchased		Requested	company 1
Delivered		In review	company 1
Answered		Suspended	company 2
Pending Approval		In progress	company 2
		Awaiting Authorization	company 2
		Cancelled	company 2
		Rejected	company 2
		Delivered	company 2
		Installed	company 1
		Answered	company 1
		Pending Approval	
		Fulfilled /Closed	

Tips
olution process progresses, record every task. To
in "Resolution" rows. Repeat this for same event
quest is fulfilled).

hot functionalities.

used in other worksheets as input in various fields. Adapt

Name	Telephone	email
Last name, Name 1	123456	email.user1@users_domain.com
Last name, Name 2	123457	email.user2@users_domain.com
Last name, Name 3	123458	email.user3@users_domain.com
Last name, Name 4	123459	email.user4@users_domain.com
Last name, Name 5	123460	email.user5@users_domain.com
Last name, Name 6	123461	email.user6@users_domain.com
Last name, Name 7	123462	email.user7@users_domain.com
Last name, Name 8	123463	email.user8@users_domain.com
Last name, Name 9	123464	email.user9@users_domain.com
Last name, Name 10	123465	email.user10@users_domain.com

it to your own requirements.