

[company logo]  
[company name]

## SERVICE REQUEST RECORD











[company logo]  
[company name]

Related service request

**Usage instructions**

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

"Service Request Record" worksheet uses tabs in columns C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, AA, AB, AC, AD, AE, AF, AG, AH, AI, AJ, AK, AL, AM, AN, AO, AP, AQ, AR, AS, AT, AU, AV, AW, AX, AY, AZ, BA, BB, BC, BD, BE, BF, BG, BH, BI, BJ, BK, BL, BM, BN, BO, BP, BQ, BR, BS, BT, BU, BV, BW, BX, BY, BZ, CA, CB, CC, CD, CE, CF, CG, CH, CI, CJ, CK, CL, CM, CN, CO, CP, CQ, CR, CS, CT, CU, CV, CW, CX, CY, CZ, DA, DB, DC, DD, DE, DF, DG, DH, DI, DJ, DK, DL, DM, DN, DO, DP, DQ, DR, DS, DT, DU, DV, DW, DX, DY, DZ, EA, EB, EC, ED, EE, EF, EG, EH, EI, EJ, EK, EL, EM, EN, EO, EP, EQ, ER, ES, ET, EU, EV, EW, EX, EY, EZ, FA, FB, FC, FD, FE, FF, FG, FH, FI, FJ, FK, FL, FM, FN, FO, FP, FQ, FR, FS, FT, FU, FV, FW, FX, FY, FZ, GA, GB, GC, GD, GE, GF, GG, GH, GI, GJ, GK, GL, GM, GN, GO, GP, GQ, GR, GS, GT, GU, GV, GW, GX, GY, GZ, HA, HB, HC, HD, HE, HF, HG, HH, HI, HJ, HK, HL, HM, HN, HO, HP, HQ, HR, HS, HT, HU, HV, HW, HX, HY, HZ, IA, IB, IC, ID, IE, IF, IG, IH, II, IJ, IK, IL, IM, IN, IO, IP, IQ, IR, IS, IT, IU, IV, IW, IX, IY, IZ, JA, JB, JC, JD, JE, JF, JG, JH, JI, JJ, JK, JL, JM, JN, JO, JP, JQ, JR, JS, JT, JU, JV, JW, JX, JY, JZ, KA, KB, KC, KD, KE, KF, KG, KH, KI, KJ, KK, KL, KM, KN, KO, KP, KQ, KR, KS, KT, KU, KV, KW, KX, KY, KZ, LA, LB, LC, LD, LE, LF, LG, LH, LI, LJ, LK, LL, LM, LN, LO, LP, LQ, LR, LS, LT, LU, LV, LW, LX, LY, LZ, MA, MB, MC, MD, ME, MF, MG, MH, MI, MJ, MK, ML, MM, MN, MO, MP, MQ, MR, MS, MT, MU, MV, MW, MX, MY, MZ, NA, NB, NC, ND, NE, NF, NG, NH, NI, NJ, NK, NL, NM, NN, NO, NP, NQ, NR, NS, NT, NU, NV, NW, NX, NY, NZ, OA, OB, OC, OD, OE, OF, OG, OH, OI, OJ, OK, OL, OM, ON, OO, OP, OQ, OR, OS, OT, OU, OV, OW, OX, OY, OZ, PA, PB, PC, PD, PE, PF, PG, PH, PI, PJ, PK, PL, PM, PN, PO, PP, PQ, PR, PS, PT, PU, PV, PW, PX, PY, PZ, QA, QB, QC, QD, QE, QF, QG, QH, QI, QJ, QK, QL, QM, QN, QO, QP, QQ, QR, QS, QT, QU, QV, QW, QX, QY, QZ, RA, RB, RC, RD, RE, RF, RG, RH, RI, RJ, RK, RL, RM, RN, RO, RP, RQ, RR, RS, RT, RU, RV, RW, RX, RY, RZ, SA, SB, SC, SD, SE, SF, SG, SH, SI, SJ, SK, SL, SM, SN, SO, SP, SQ, SR, SS, ST, SU, SV, SW, SX, SY, SZ, TA, TB, TC, TD, TE, TF, TG, TH, TI, TJ, TK, TL, TM, TN, TO, TP, TQ, TR, TS, TT, TU, TV, TW, TX, TY, TZ, UA, UB, UC, UD, UE, UF, UG, UH, UI, UJ, UK, UL, UM, UN, UO, UP, UQ, UR, US, UT, UY, UZ, VA, VB, VC, VD, VE, VF, VG, VH, VI, VJ, VK, VL, VM, VN, VO, VP, VQ, VR, VS, VT, VU, VV, VW, VX, VY, VZ, WA, WB, WC, WD, WE, WF, WG, WH, WI, WJ, WK, WL, WM, WN, WO, WP, WQ, WR, WS, WT, WU, WV, WW, WX, WY, WZ, XA, XB, XC, XD, XE, XF, XG, XH, XI, XJ, XK, XL, XM, XN, XO, XP, XQ, XR, XS, XT, XU, XV, XW, XX, XY, XZ, YA, YB, YC, YD, YE, YF, YG, YH, YI, YJ, YK, YL, YM, YN, YO, YP, YQ, YR, YS, YT, YU, YV, YW, YX, YZ, ZA, ZB, ZC, ZD, ZE, ZF, ZG, ZH, ZI, ZJ, ZK, ZL, ZM, ZN, ZO, ZP, ZQ, ZR, ZS, ZT, ZU, ZV, ZW, ZX, ZY, ZZ

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

**Don't delete this wo**

Origin	Service request category / Other category
Phone	Request for information
Email	Request for IT resources
Fax	Request for professional services



5	
Record every step until closure (which is highly detailed) - insert new row if it is a last event in a list or insert new row	Record every reported service request. As requested, insert rows and fill all necessary fields as many times as needed (i.e. until service request is closed).
Use the 'Service Request History' worksheet to track all service requests (i.e. first row of each request)	
Use the 'Service Request History' worksheet to track all service requests (i.e. first row of each request)	

<b>Worksheet!</b>	<b>Content below this point is</b>
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Worksheet	Status	Company
Requested	Requested	company 1
In review	In review	company 1
Suspended	Suspended	company 2
In progress	In progress	company 2
Awaiting Authorizator	Awaiting Authorizator	company 2
Cancelled	Cancelled	company 2
Rejected	Rejected	company 2
Delivered	Delivered	company 2
Installed	Installed	company 1
Answered	Answered	company 1
Pending Approval	Pending Approval	
Fulfilled /Closed	Fulfilled /Closed	

**Tips**

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


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**used in other worksheets as input in various fields. Adapt**

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Name	Telephone	email
Last name, Name 1	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 2	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 3	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 4	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 5	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 6	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 7	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 8	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 9	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890
Last name, Name 10	012345 6789 1011@12.com, 1234567890	1234567890@12.com, 1234567890

**it to your own requirements.**

