Using Tenant Requests

Control Panel > Work Order > Tenant Requests

About Tenant Requests:

The Tenant Request module allows users to record work order requests, indicating the location of the work that needs to be done, and by whom the work was requested - either by a tenant, an employee, or an employee on behalf of a tenant. All requests are displayed in your Axis Portal as work orders, which are in turn dispatched to tradespeople, who may be either employees or vendors.

Requests are entered into you Axis Portal either electronically via e-mail from the tenant, through a configured Tenant Services Interface (TSI) or Tenant Portal, or are entered directly by Administrative or Call Center staff on behalf of the tenant.

Axis Portal automates Work Order Routing for electronically submitted Tenant Requests. When a new Tenant Request is received by the system, Axis Portal will attempt to find an Employee or Vendor for the stated Request Type in the current shift. If a tradesperson can be found, a Work Order is automatically assigned and dispatched to that tradesperson.

If no tradesperson can be found, a work order is still generated, but will be placed in the Requires Dispatch and Outstanding Lists. Administrative or Call Center staff can process the work order from there by assigning and dispatching the work order to an employee or vendor.