

The "Unspecified" Request Type

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If a request is submitted and a request type was not selected on the **Request Entry** page of the Tenant Request screen, the request will default to the **Unspecified** request type. The **Unspecified** request type can be selected by staff members or tenants when the type of work is unclear.

Unspecified requests can be assigned to a staff member just like any other request type. For example, all **Unspecified** request types could be routed to a specific staff member, so that they can then be assigned to the appropriate staff member.

For additional details, please refer to the [Setting Up Shifts](#), [Editing Shifts](#), and [Deleting Shifts](#).