As at: 14-Nov-14 8:37am

Request ID: 123456 **OPEN**

Type: Administration – Customer Service – New Resident Kit

|  |  |
| --- | --- |
| 🢕 | Request Details + |
| 🢕 |

Description

**This is the description of the request.**

Instructions

**This is the instructions for the request.**

Created: **12-Nov-14 12:05pm** Due: **15-Nov-14 12:05pm** Completed:

Responsible: **Meg Jones** (Sustainable Organisation/Governance)

Input: **Bernie Smith** (Sustainable Organisation/Customer Service)

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| --- | --- | --- | --- | --- | --- |
| Request Type: | **General Request** | How Received: | **Telephone** | Centre: | **Hastings Office** |
| Priority: | **Medium L3** | Notify Customer: | **No** | Reference No: | **#5678** |
| Provider: | **Shire** | Outcome: |  |  |  |

This line is not included – just to separate the notes and design – see who notices

Notes for initial section of the Storyboard:

Request ID hyperlink – will that open the Request Summary

SRF hyperlinks – will only exist if Help Information available, and if so, will open the Help Info pop up.

The ‘+’ on Request Details allows you to edit anything within that section that the officer is permitted to change, according to Role Security

Officer hyperlinks will open Officer Summaries.

All hyperlinks are based on Role Security