# PeopleSafe - Viewing Compass Activity

[Viewing Compass Activity in PeopleSafe](#_Toc131678868)

[Related Documents](#_Toc131678869)

**Description:**Steps to view Compass Activity in PeopleSafe.

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| Viewing Compass Activity in PeopleSafe |

To review activity in PeopleSafe from previous calls that were made in Compass, perform the following steps:

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| **Step** | **Action** |
| **1** | From the **View Activity** tab in PeopleSafe, click the **View CRM Interaction** button.    **Result:** The Compass CRM Interactions screen displays. |
| **2** | Review Compass Activity as follows:   * **Service Requests** column displays each Service Request type that was submitted in Compass. * Click the hyperlink in the **Support Task Type** column to review details of the Support Task submitted in Compass. Multiple links display for each Support Task submitted.   + Support Task ID, Type, Status, Submitted Date, Submitted By, and Initial Notes will display in a pop-up window. * Click the hyperlink in the **Case Notes** column to review Case Notes submitted in Compass.   + Case Notes displays in a pop-up window.   **Note:** If there is no activity, the column displays as blank. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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