

Creating a Service from a Message

Market: House, Senate

Description: These instructions show users how to create service requests from messages from three different areas in IQ.

[Creating a Service from the Possible Requests view in the Messages Application](#)

[Creating a Service from the Casework Related Messages view in the Services application](#)

[Creating a Service from the My Open Service Messages in the My Inbox application](#)

Creating a Service from the Possible Requests view in the Messages Application

1. From within the **Messages** application, expand the **Message Processing** view and select "Possible Requests".
2. Select the **Add to Service** icon above the Message.

The screenshot shows the 'Messages' application interface. On the left, there is a sidebar with 'Views' and 'Message Processing' sections. The 'Message Processing' section is expanded, showing 'Possible Requests (1)'. The main area displays a list of messages, with one selected. The selected message is an 'Approved E-Mail' from 'Ms. Donna Warren' with the subject 'Pay our teachers more!'. The message details are shown on the right, including the source, date, and subject. The 'Add to Service' icon is highlighted above the message.

3. Complete the fields in the "Add Message to Service" window, as necessary. In this example, the options to "Close This Message" and "Add to New Casework" have been selected.

Add Message to Service

☒ Close This Message #5003091

Please select an option

☐ Attach to Service Casework(#802063) for Ms. Donna Warren
 ☐ Attach to Existing Service
 ☒ Add to New Casework
 ☐ Add to New Flag Request (Web - Pay.gov)
 ☐ Add to New Meetings
 ☐ Add to New Tour Request
 ☐ Add to New Scheduling Requests
 ☐ Add to New Military Academy Nominations
 ☐ Add to New Projects & Grants
 ☐ Add to New Any Template

Continue

Cancel

4. Click "Continue".

Creating a Service from the Casework Related Messages view in the Services application

- From within the **Services** application, select the "Casework Related Messages" view.
- Select the **Add to Service** icon above the Message

Services

Views

Possible Requests (1)

Casework Related Messages (3)

My Open Service Messages (51)

My Open Services (53)

My Queued Services (3)

Change

Report

More

Batch

Reassign

No Rsp


Finder

Print

Send

Casework Related Messages (Total 3)

By Date In (Desc)

Status	Contact	Outgoing
<input type="checkbox"/> #1  <div> <div>Approved Telephone Call</div> <div>Source: Telephone Call</div> <div>Date In: 10/25/2022</div> </div> <div> <div>Comments: Needs help with USCIS EDIT: Responded to constituent, let them know no casework at this time [Jonathan]</div> </div>	<div>Mr. Johnny C. Bravo</div> <div> <div>Assigned: Profile Caseworker</div> <div>Batch: CASEWORK RELATED</div> <div>Response:</div> <div>Salutation: FORMAL - Mr. Bravo</div> </div> <div> <div>Frequent Writer - High Volume</div> <div> <div>Staff Assistant</div> </div> </div>	<div>Approved Telephone Call As</div> <div>Date In 10/25/2022</div> <div>Mr. Johnny C. Bravo</div> <div> <div>Summary</div> <div>Contact Info</div> <div>Discus</div> </div> <div> <div>Source: Telephone Call</div> <div>To: 1213</div> <div>Comments: Needs help with</div> <div>USCIS EDIT: 553</div> <div>Responded to: Lett</div> </div>
<input type="checkbox"/> #2 <div> <div>Approved US Mail</div> <div>Source: E-Mail</div> </div>	<div>Staff Assistant</div>	<div>Assigned: Profile Caseworker</div> <div>Batch: CASEWORK RELATED</div>

3. Select "Add Service".

4. Complete the fields in the “Add Message to Service” window, as necessary. In this example, the options to “Close This Message” and “Add to New Casework” have been selected.

Add Message to Service

☒ Close This Message #5008507

Please select an option

☐ Attach to Existing Service
☒ Add to New Casework
☐ Add to New Flag Request (Web - Pay.gov)
☐ Add to New Meetings
☐ Add to New Tour Request
☐ Add to New Scheduling Requests
☐ Add to New Military Academy Nominations
☐ Add to New Projects & Grants
☐ Add to New Any Template

Continue

Cancel

5. Click “Continue”.