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.

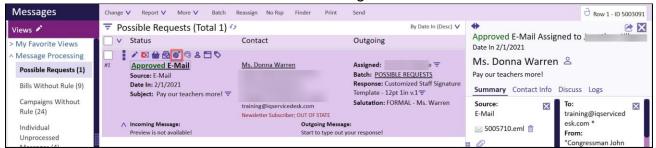
Creating a Service from the Possible Requests view in the Messages Application

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

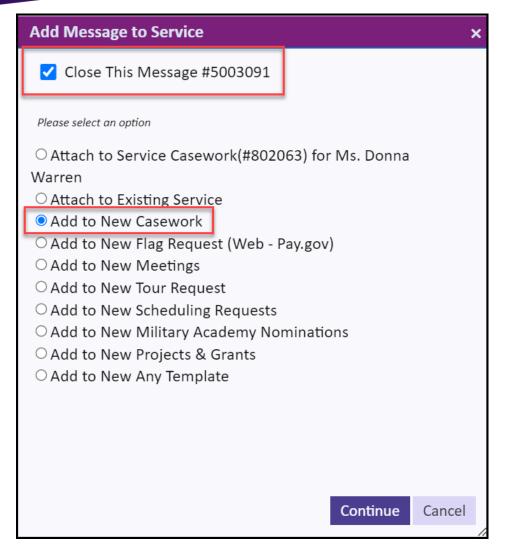
Creating a Service from the Possible Requests view in the Messages Application

- 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.



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.





4. Click "Continue".

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

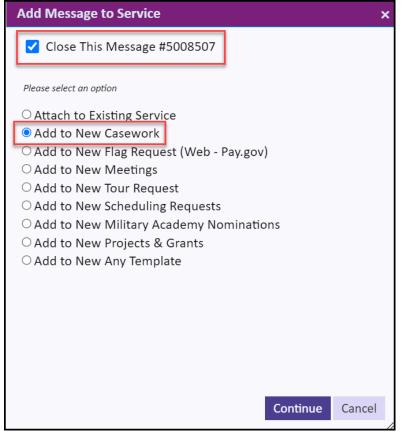
1. From within the Services application, select the "Casework Related Messages" view.

2. Select the Add to Service icon above the Message

Ø	Services	Change 🗸 Report V More V Batch	Reassign No Rsp Finder Print	Send	
HE.	Views 🖍	Casework Related Message	s (Total 3) 🕫	By Date In (Desc) 🗸	♣
Q	Possible Requests (1)	Status	Contact	Outgoing	Approved Telephone Call As Date In 10/25/2022
⊡ \$	Casework Related Messages (3)	#1 Approved Telephone Call Source: Telephone Call	Mr. Johnny C. Bravo	Assigned: Profile Caseworker \Xi Batch: CASEWORK RELATED	Mr. Johnny C. Bravo 음 Summary Contact Info Discus
- گ	My Open Service Messages (51)	Date In: 10/25/2022	Frequent Writer - High Volume	Response: = Salutation: FORMAL - Mr. Bravo no casework at this time [Jonathan]	Source: X To: Telephone Call 1213
_+ Ø	My Open Services (53) My Queued Services (3)	#2 Approved US Mail Source: E-Mail	Staff Assistant	Assigned: Profile Caseworker Batch: CASEWORK RELATED	Comments: , Fai Needs help with 553: USCIS EDIT: Lett Responded to

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.



5. Click "Continue".