

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.

Add Message to Service

☒ Close This Message #5059846

Please select an option

☐ Attach to Existing Service

☒ Add to New Casework

☐ Add to New Flag Request (Web - Pay.gov)

☐ Add to New Tour Request

☐ Add to New Meetings

☐ Add to New Any Template

Continue

Cancel

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

Services

Casework Related Messages (3)

My Open Service Messages (60)

My Open Services (61)

My Queued Services (6)

My New Services (1)

Casework Related Messages (Total 3)

Approved Telephone Call

Source: Telephone Call

Date In: 10/25/2022

Mr. Johnny C. Bravo

Frequent Writer - High Volume; Veteran - Thank them for their service

Assigned: Profile Caseworker

Batch: CASEWORK RELATED

Response: Jan 9 Sample Form Letter Template

Salutation: FORMAL - Mr. Bravo

Comments: Needs help with USCIS EDIT: Responded to constituent, let them know no casework at this time [Jonathan]

Outgoing Message: Type your custom text here and only here.

Approved Telephone Call Assigned

Date In 10/25/2022

Mr. Johnny C. Bravo

Summary Contact Info Discuss Log

Source: Telephone Call

Comments: Needs help with USCIS EDIT: Responded to constituent, let them know no casework at this time [Jonathan]

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 #5012386

Please select an option

Be

ADD TO NEW CASWORK

Add to New Casework

Continue

Cancel

- 5. Click “Continue”.**