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 Messages Regardless of Service view 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.

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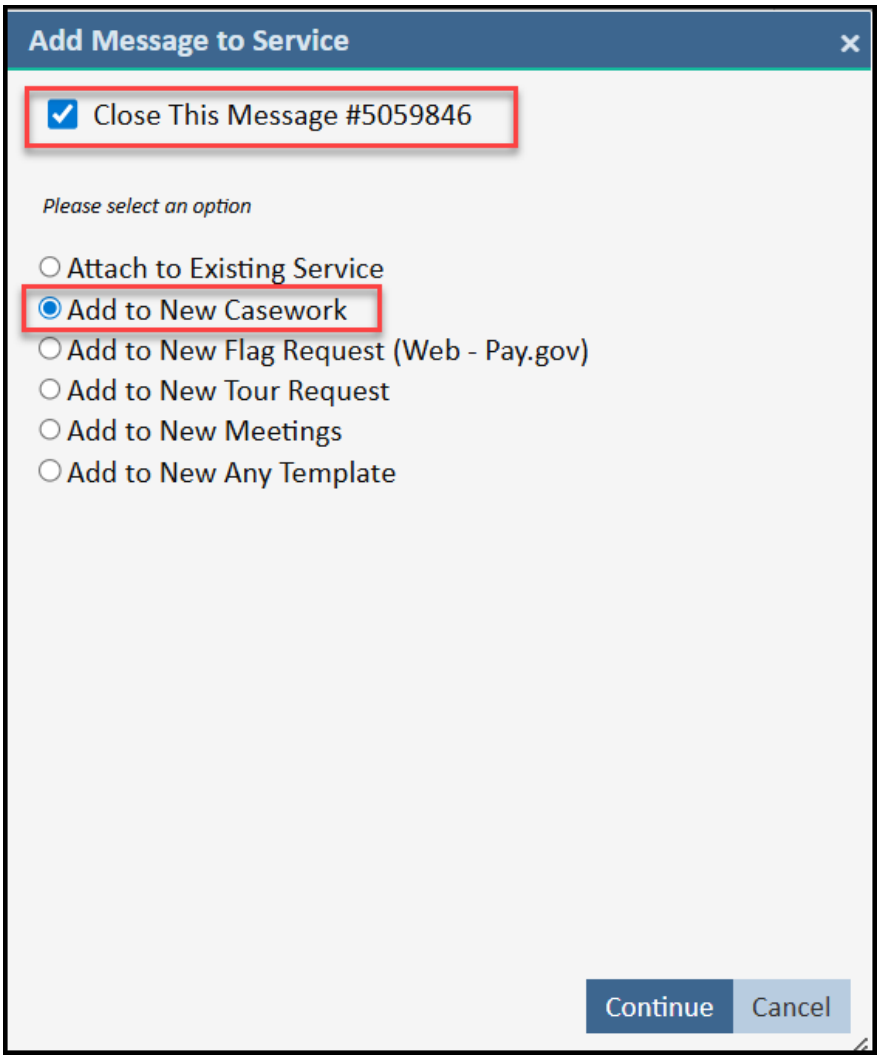
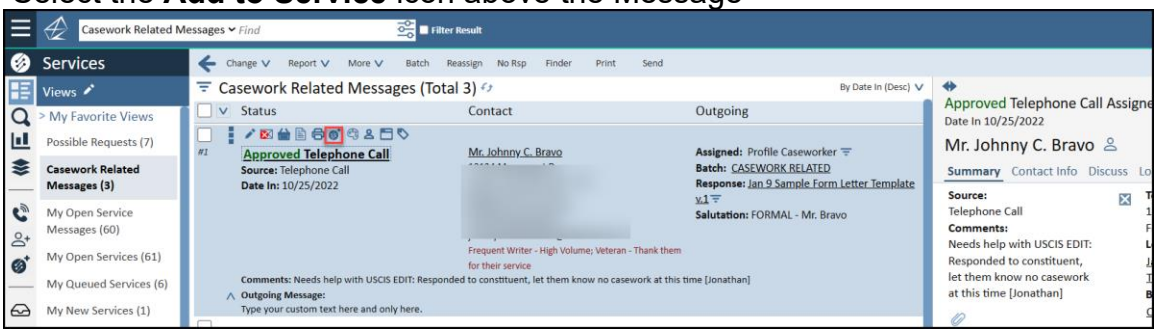


4. Click “Continue”.

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



3. Select “Add Service”.

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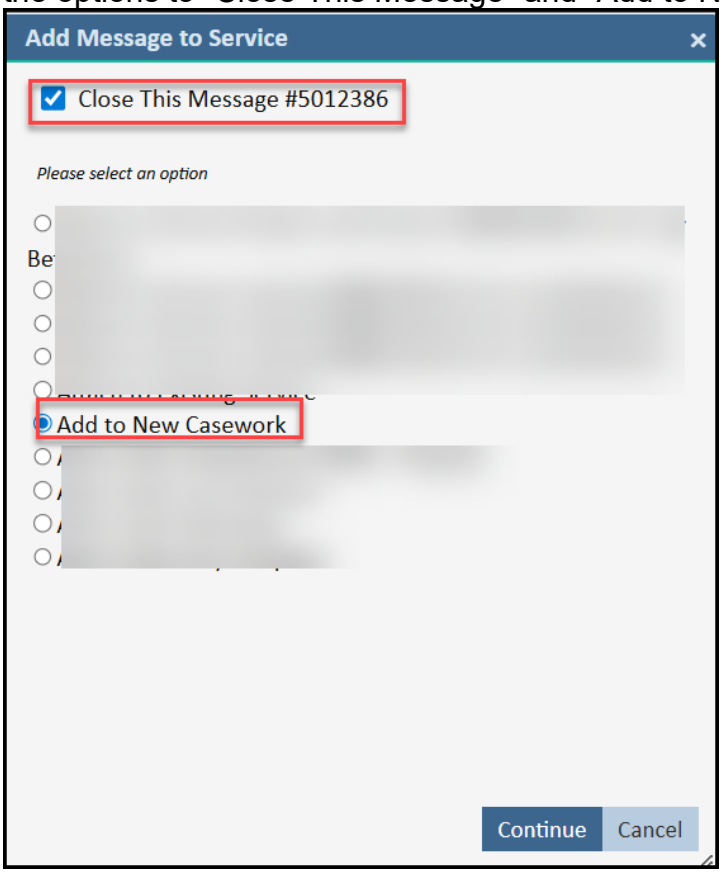
4. Complete the fields in the “Add Message to Service” window, as necessary. In this example, the options to “Close This Message” and “Add to New Casework” have been selected.



5. Click “Continue”.

Creating a Service from the My Open Messages Regardless of Service View in the My Inbox application

1. From within the **My Inbox** application, expand the **My Open Messages Regardless of Service** view and select the Message to create a new Service from.
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.

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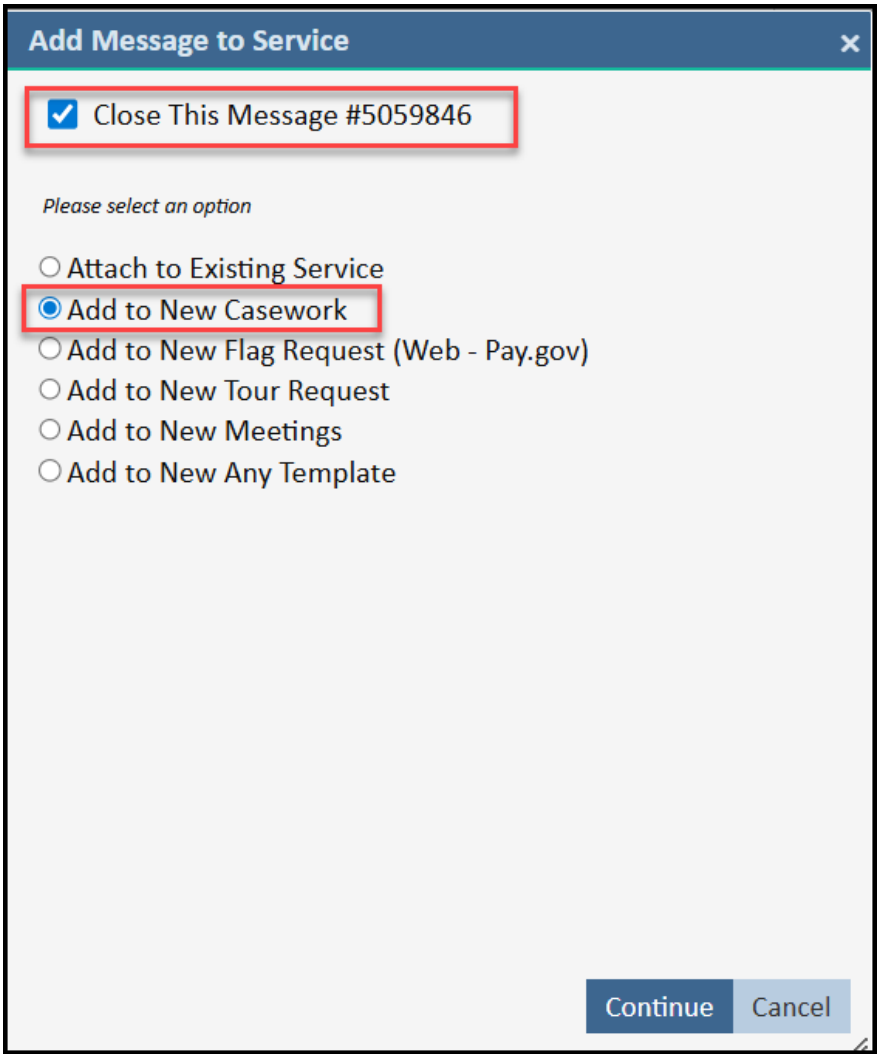

4. Click “Continue”.

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