

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.

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

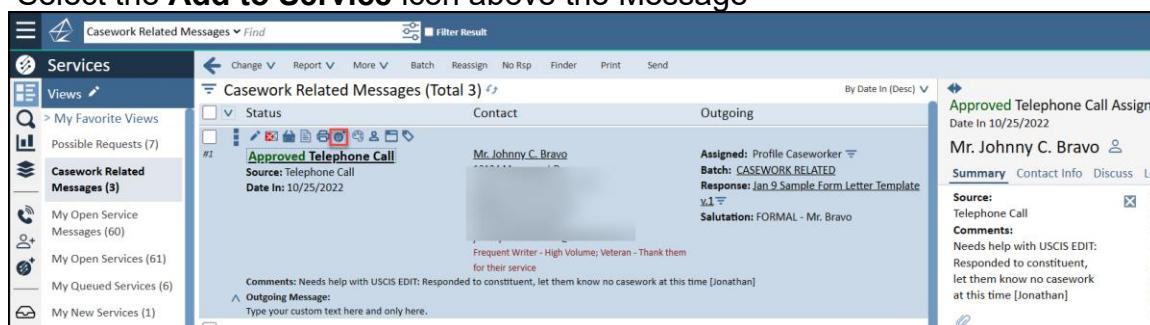
Add to New Any Template

Continue **Cancel**

4. Click “Continue”.

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

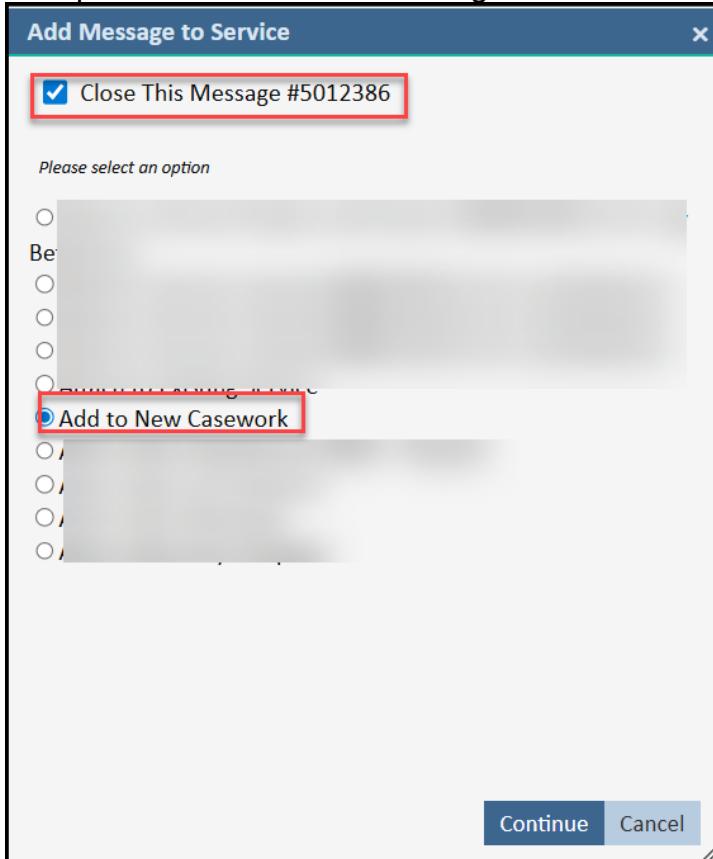
1. From within the **Services** application, select the “Casename Related Messages” view.
2. Select the **Add to Service** icon above the Message



The screenshot shows the 'Casename Related Messages' view in the Services application. The left sidebar shows navigation options like 'Views', 'Possible Requests (7)', 'Casename Related Messages (3)', 'My Open Service Messages (60)', 'My Open Services (61)', and 'My New Services (1)'. The main area displays a list of messages with a total of 3 items. One message is highlighted: 'Approved Telephone Call' from 'Mr. Johnny C. Bravo' on 'Date In: 10/25/2022'. The message details include 'Assigned: Profile Caseworker', 'Batch: CASEWORK RELATED', 'Response: Jan 9 Sample Form Letter Template', 'Salutation: FORMAL - Mr. Bravo', and 'Comments: Needs help with USCIS EDIT: Responded to constituent, let them know no casework at this time [Jonathan]'. Below the message list, there is an 'Outgoing Message' section with a placeholder 'Type your custom text here and only here.'

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”.

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.

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”.