

# Enhanced Work Request Communication

LLITE users can now maintain a running list of comments on a Work Request, improving communication with the technician handling the request.



## What's New:

- **Comment section added:** We added a dedicated comments section within the Work Request interface, allowing for ongoing communication between team members and technicians.

## Why these updates?

- **Improved Collaboration:** Real-time communication updates ensure that all parties involved are kept informed, enhancing the efficiency of resolving work requests.
- **Streamlined processes:** Reduces delays in communication, leading to faster issue resolution and increased productivity.



### Enhanced communication:

- Technicians can set a custom Work Order status to indicate that input is needed.
- Requestors can then monitor their open **Work Requests** for any work order status updates indicating that their input is required.

### Setup and configuration:

This feature is fully integrated and available for immediate use without any additional setup or configuration. Start enhancing your communication on work requests right away!

## Frequently Asked Questions (FAQs)

### 1. Can I delete a comment once it's posted?

- Yes, you can. After you've made a comment, you can click **Delete** to the right of your message.

The screenshot displays the 'Work Request Details: 277' interface. It includes fields for 'Asset ID' (VEHICLE2211), 'Work Order Type' (Repair), and 'Requested By' (Operator One). The 'Reason For Work' is 'Down Asset', and the 'Work Requested' is 'Replace front brake pads and rotors.' Below these fields are 'Add a File' and 'Attach Existing File' buttons. The 'Work Request Comments' section shows a comment from 'Admin User' dated 'Wednesday, May 22, 2024 8:39:36 AM' with the text 'No parts on hand.' A red box highlights the 'Delete' button next to the comment.

For additional resources, updates, and support, please visit our website or contact our helpdesk at [support@llumin.zendesk.com](mailto:support@llumin.zendesk.com). We are committed to ensuring your success with LLumin CMMS+.