

Requests

Requests is the tab the app opens on. Staff see the requests assigned to them and those waiting in the pool, take them and close them here.

“ **How do I open it?** This tab opens when you sign in. **Requests** in the bottom bar always brings you back; the number on it is the count of open requests.

👁️ **Demo modu: görüntüleme amaçlı, değişiklikler kaydedilmez.**

+Yeni Talep Aç

Tümü

Üstlendiklerim

Bekleyen

Ata

Ocak ve Fırın

Bekliyor

1 sa 8 dk

Arıza bildir / Report an issue

Fırın ısınmıyor, havalandırma çalışmıyor

📢 Açan: Demo Personel

👤 **Atandı: Mehmet Kaya**

✉️ **Mutlu Havalandırma · firmaya bildirildi**

Üstlen

📷
**Fotolu
kapat**

👤+ **Ata**

🔔 **Dürt**



Bar

İşlemde

1 sa 14 dk

Temizlik / Cleaning

Tezgahta dökülen içecek var

📢 Açan: Demo Personel

👤 **Ayşe Yılmaz**

→ Temizlik ekibi

1. Filters

- **All:** every open request you can see.
- **Assigned to me:** only requests you hold.
- **Pending:** requests nobody has taken yet.
- **Room Service:** food orders to rooms in a hotel (if any).
- Managers also get **Unassigned** and **Overdue**.

With no open requests you see *"No pending requests, great job."*

2. Request card

The card shows the place (room or point), status badge (pending, in progress), elapsed time, request type, description, who opened it (**Opened by:**) and who holds it (**Assigned:** or **assigned to you**).

1. Tap **Take**. The screen shows **Assigned to you**; the job is now yours, its status becomes in progress and it shows your name in the panel.
2. Do the job.
3. Tap **Close with photo**, take a photo and close. The screen shows **Fault closed or Updated**.

“ **Photo rule:** if the venue set a minimum number of photos for a request type, you cannot close with fewer: *"At least 1 photo(s) are required to close this request."*

Take and ► **Start job** in the point's menu do the same thing: on site you can tap the point and Start job to take the job. Use either one.

If a job you hold is given to someone else you get a **Job moved to someone else** notification. When a new job arrives the phone alerts you and **New task arrived** 📄 appears.

3. Room service orders (hotel)

A food order to a room arrives as a request card with a next-step button: **Prepare → Ready → Deliver**. Tap once per step.

4. Messages

1. Tap the speech bubble on the card.
 2. Earlier messages are listed; if none, you see *"No messages yet."*
 3. Type your message and send.
- On **restaurant requests** the chat is between managers and staff (*"Write a message (managers and staff see it)..."*). The other side gets a **New message on a request** notification: managers if the job holder wrote, otherwise the job holder.
 - On **hotel requests** the message goes to the guest (*"Reply to guest..."*).

5. Opening a new request

1. Tap **+ New Request** at the top of the list.
2. Choose the request type. *"Automatically routed to the relevant department."*
3. Type or pick the place and add a short note.
4. Tap **Create Request**. The screen shows **Request created**.

Managers always see this button; staff see it if the venue turned on **Staff can open requests from the app** in the panel. Managers can also pick a person; if they do not, **Automatic: least busy person now** is used.

6. Manager only

- **Assign** and **Nudge** buttons on cards.
- An envelope badge on jobs automatically reported to a support company: **company notified, notification awaiting approval (panel)** or **could not notify company**.
- In a restaurant, a warning strip for overdue requests: *"3 request(s) exceeded SLA, please check."*

Details: **Manager Tools and Tasks**.

 **Related pages: Useroam Go → Rooms, Tasks, Manager Tools and Tasks, Messages and Errors.**
