

Requests Module

» Manage change with configurable processes

Scope:

uniPoint's Request module is a versatile and user-configurable solution to create, submit and monitor requests throughout all uniPoint modules. Request To-Do's are created and assigned to user or groups, from inside uniPoint or from uniPoint's optional Web-Based Request interface. Requests can be actioned to create new or edit existing quality records with the click of the mouse.

Advantages:

This module ensures you can react quickly to internal/external requests for service and that no request is lost or ignored. Track the status of requests in real-time, and improve communication from inside and outside your organization. Create an unlimited number of request types, each with their own process flow and approval. Each defined process can have an unlimited number of steps with user and due-date

Request Examples:

- » Change to a Document
- » Maintenance on Equipment
- » CPA Request
- » New NC
- » Report Health & Safety Violation
- » Suggestion Box

Request Module:

- » Define unlimited request types
- » Optional Web-Based Request Interface

Key Features:

- » Create simple or complex requests
- » Define unlimited processes/approvals
- » Requests are linked to quality record
- » Track request to action completion
- » Web-Based Interface provided ability to create requests from outside uniPoint
- » User-definable Types, Categories & Classes
- » Route and track request quickly & efficiently

The screenshot displays the 'Requests' window in the uniPoint software. The window title is 'Requests'. The interface includes a menu bar with options: Search, Prev, Next, New, Auto, Save, Delete, History, and Request Report. Below the menu bar, the 'Request ID' field is populated with '40002'. There are three tabs: 'Request', 'Action', and 'Attachments', with 'Request' selected. The form contains several fields: 'Requested By' (SYSADM), 'Manager' (JDOE), 'Type' (Change Maintenance), 'Request Date' (06/12/2009), 'Due Date' (06/12/2009), 'Status' (New), 'Source' (Document), 'Document' (QP17 Rev 02), 'Assigned To' (JDOE), and 'Assigned Date' (06/12/2009). There are also icons for help, search, and attachments. Below the form fields, there is a 'Request' section with a 'Std. Text' field containing the text: 'Please review the document and make any necessary changes.' There are also icons for help, user, and refresh in this section.

General Capabilities:

- » E-mail Notification
- » History Tracking
- » Unlimited Attachments

Reporting:

- » Request Report
- » Request Analysis Reports/Graphs
- » Request Metrics
- » Request Trend Analysis

