Freshservice End User FAQ – Facilities Department

This FAQ is customized for common service requests and incidents related to the department. It is aligned with ITIL practices to support effective service delivery and user satisfaction.

## How do I request office supplies or equipment?

Submit a Service Request under the 'Facilities' category in the Service Catalog. Select the item type, quantity, and location.

## What if my badge access doesn’t work?

Submit an Incident Ticket labeled 'Access Control Issue' and include the building and entry point. Facilities will prioritize the response.

## Can I schedule a desk move or maintenance?

Yes. Use the 'Workspace Move Request' form in the portal and coordinate dates/times with your team lead.

## How do I escalate an urgent issue like a broken HVAC?

Submit an Incident and mark it as 'High Priority'. You may also contact Facilities through the emergency contact method listed in the Knowledge Base.

## Can I track my request status?

Yes. All Facilities-related requests appear in your 'My Tickets' section with updates from the support team.