

# FAQ SRM

## **Welcome to the Service Request Management FAQ Hub!**

Here you'll find answers to the most frequently asked questions. This centralized resource is designed to streamline your experience and provide quick solutions .

**Need more help?** Don't hesitate to reach out to our **support team** or connect directly with the **process owner** for expert guidance

Some requests are already mapped to a specific resolve group and are automatically assigned to these groups. This is according to what was designed by each Service Owner for their requests

User Guides and Tutorials will be available on the wiki platform to give step by step instructions

No, not all notes are visible to the user , only the notes entered at the parent Work Order, Incident, or Request level; notes added on Tasks remain internal and are not exposed to the user. Additionally, the note has to be marked as Public to be visible to the end user