INFORMATION TECHNOLOGY SERVICES

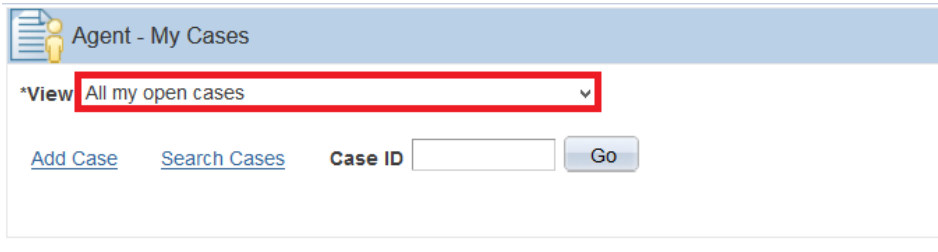## CRM Agent Training
Viewing unassigned cases in a provider group
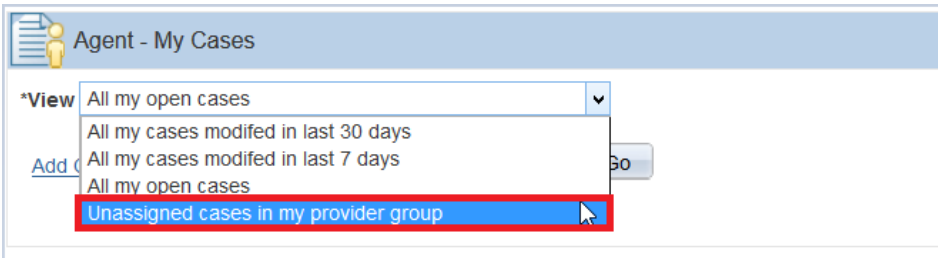
Service Management Deployment

February 4, 2015

Overview

This Job Aid includes step-by-step instructions for viewing unassigned cases in a provider group in the FSU Service Center (CRM)

1. Log in to servicecenter.fsu.edu
2. In the **Agent – My Cases** pagelet, select the dropdown arrow in the ***View**
   field.

3. Select Unassigned Cases in my provider group

4. All cases that have not been assigned in your provider group will appear in
   a list.