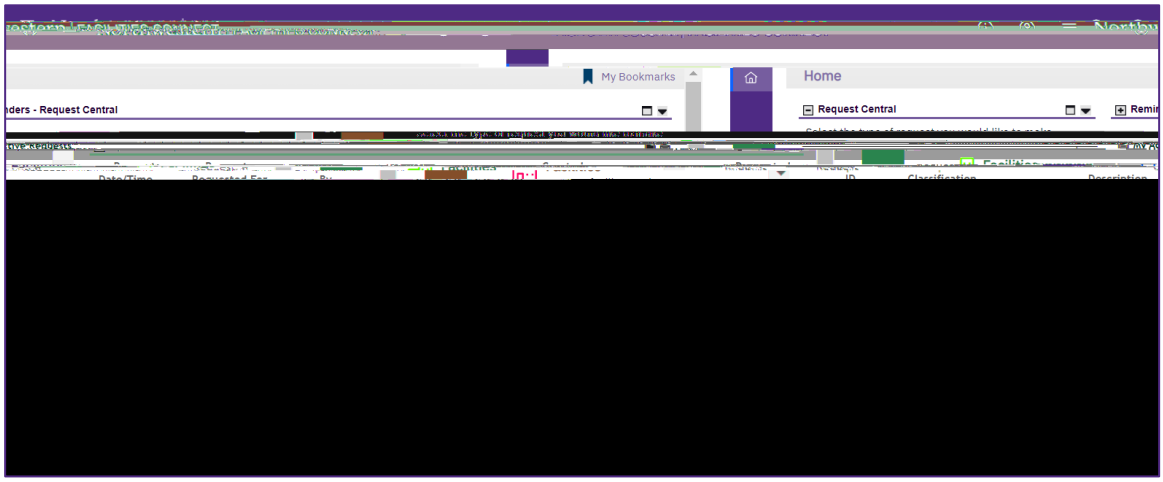

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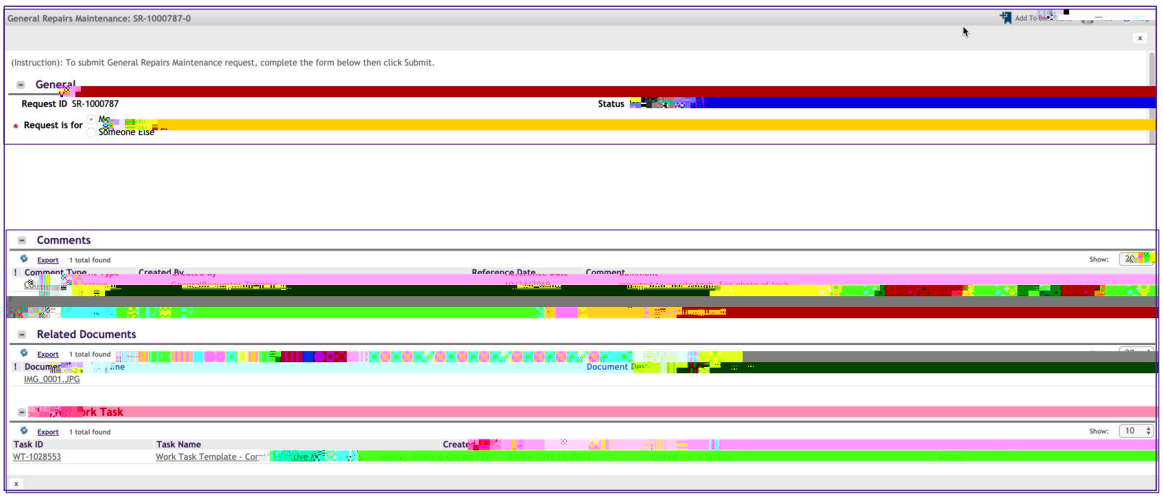
3 In the Service Request Record:

In the General section, locate the Status of the Service Request.

Scroll to the bottom of the record and click on the Work Task Record to open it.



4 From the

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