

Blank Form

PID *

Please enter your Resideo Employee Number (6-digit numeric)

Request Type *

Please select a Request Type

Add Change Remove Support

Request Title *

Please enter a short title for the request

Requested Scope *

Please select one or more scope areas (click on each that applies)

Request Detail *

Please enter a detailed description of the request

File Upload

Depending on your request, it may be helpful to upload a list or screen shot

Drag and drop files here or [browse files](#)

Send me a copy of my responses

Submit

Form that has an action value selected and Dynamically expands (un-hides fields)

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New or Existing Users

Please complete the fields below if users are being added, changed, or removed

First / Last Day

Please enter the user's first day or last day

User Name

Please enter the user's full name

Ring Group(s)

Please enter one or more Ring Groups (click on each that applies)

Please check if a DID phone number is required

DID

Please check if user will use Salesforce with Talkdesk

Salesforce

Shift Start Time (ET)

Please enter the user's normal shift start time using eastern time

Form Logic

Form Settings

Active Open Form Share Form Save

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Select

Request Detail *
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Field Settings

Action
Dropdown List

Field Logic

When Request Type is any of

Add X Change X Remove X

then show the following fields

- Ring Group(s) X
- Salesforce X
- New or Existing Users X
- First / Last Day X
- Shift Start Time (ET) X
- Lunch Length X

Cancel Update

Dynamic View Logic

Smartsheet Dynamic View

Settings: Talkdesk User Requests

General View Display **Details Panel** Sharing

Save as New Delete View

Details Panel Layout * Required

Request Status
Submitted

PID *

Action *

Request Title *

Scope *

Request Detail *

First / Last Day
MM/dd/yy

User Name

Ring Group(s)

DID

Field Logic

If MAC, show additional fields

When: Action is one of

Add Change Remove

Show the following fields as Editable

DID First / Last Day
Lunch Length Ring Group(s)
SFDC Shift Start Time (ET)
User Name

+ Logic