To give business users and Deskpro agents visibility into Business Service Change Requests, a [Change Request Dashboard](#) (login required) is available to staff.

**Filters**
When you open the dashboard, default filters are applied.

**Search**
You can search for a keyword(s) in data across available dashboard columns (Subject, Category, Submitted by, and so on).
Choose Columns to Display
To select (or deselect) a column to appear in your results, click a **Toggle column**. Grey indicates a selected column.

**Example**
A search for "cognos" returns requests with a) Cognos in the subject or b) a Category of Cognos.

View Request Details
Click a request in the results (any column value) to view a request details.

**NOTE**: Request communication (replies and notes) does not appear in this interface.

Open a Request in Deskpro
If you are a Deskpro agent, you will see an icon you can click to open the request in Deskpro.
Questions or Suggestions?
Email CIS-BSCR@Brown.edu with questions or suggestions.

If you're having a problem with the Change Request Dashboard, open a support request.

Tags
Business Systems