

A person is walking in the rain, holding a bright blue umbrella. The umbrella has the word "Ucla" written on it in a gold, cursive font. The person is wearing a dark jacket and a light-colored backpack. The background is a blurred green field with rain falling around them.

PCR-360 Estimates

@ UCLA Digital & Technology Solutions

PCR-360 Estimates

Use Cases

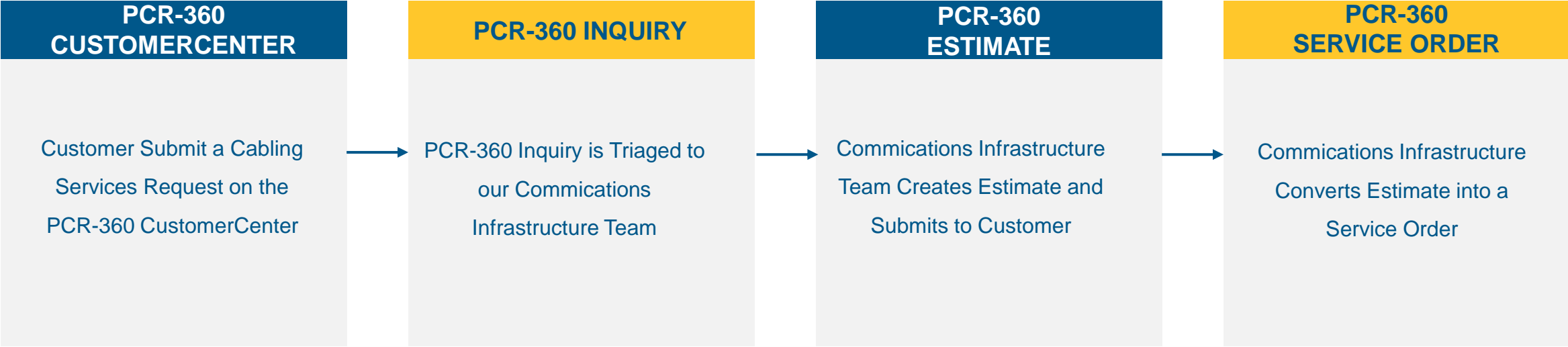
A photograph of three young women of Asian descent looking at a smartphone held by one of them. They are outdoors, with a brick wall and greenery in the background. The image is used as a background for the slide.

**Cabling
Estimates**

**Large Voice
Orders**

PCR-360 Estimates

Overall Process



General Request

General Request

* Subject:

Demo Cabling Order for PCR-360 Estimate

* Topic:

Cabling Order

* Request Details:

Demo Cabling Order for PCR-360 Estimate

Additional Information

Cabling Action:

Would you like to add or remove cabling?
 Add

Cabling Location:

Please enter the location where you need cabling.
 Campus > Campus Services Bldg. I : 4233 > FL-01 > R-045

Onsite Contact Name:

Please enter the onsite contact's name.
 Aryan Mehta

Onsite Contact Email:

Please enter the onsite contact's email.
 amehta@it.ucla.edu

Onsite Contact Number:

Please enter the onsite contact's number.
 3102064601

* FAU:

Please enter the FAU you would like to use for this request. If you previously had access to this FAU and it is not appearing, please submit the missing FAU under FAU & TIF Updates.
 5000 > 5901 > 5440 > 3200 > 4-721271-NA-66080-LABRCC-03

PCR360

Service Desk

Requests

Estimates

Service Orders

Work Orders

Incidents

Projects

Problems

Quick Ticks

All Non-Requests

Bulk Update

Legacy

Main

Preferences

Service Desk : Requests

Search or Filter the Grid Data

Created/Submitted Date	SD Number	SD Status	Details	Service Rep.
2 mins ago	IQ00003554	Pending	Demo Cabling Order for PCR-360 Estimate	
May 8, 2025, 1:03 pm	IQ00003545	Pending	Cabling Estimate	Lynch, Raymond
May 8, 2025, 7:20 am	IQ00003533	Pending	Ports	Peregrina, Gabriel
May 1, 2025, 9:12 am	IQ00003464	Pending	AP verification in Engineering V, Room 3111	Peregrina, Gabriel
Apr 22, 2025, 2:09 pm	IQ00003360	Pending	Housing Rieber Hall Writing Room 162 - Ac...	Peregrina, Gabriel
Apr 22, 2025, 10:56 am	IQ00003354	Pending	Housing Saxon Suites Apt: H15 - 91952	Peregrina, Gabriel
Mar 26, 2025, 9:42 am	IQ00003055	Pending	SMUMC Isolation Room Pressure Monitor U...	Nelson, Erick D.
Mar 11, 2025, 6:24 pm	IQ00002873	Pending	Bruin Voice Cabling- SO202404301- ENGIN...	Hernandez, Carlos

Inquiry is triaged to the Communications Infrastructure Team and assigned to a Project Manager

Admin : Service Desk : Classification (SDC)

Search or Filter the Grid Data

Name	Service Desk Ty...	Incident Code/Top
Add FAU (To Billing)	Inquiry	FAU & TIF Updates
Billing Inquiries	Inquiry	Billing Inquiries
Cabling Request	Inquiry	Cabling Request
Changes to Existing Phone Service (non-Zoom)	Inquiry	Changes to Existing

Manage Inquiry

SD#: IQ00003554

Due Date:

Description: Characters left: 500

* SD Type:

Inquiry

* Source:

Web

* Status:

Pending

* Service Rep:

Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department:

Billing Group:

Requestor:

Mehta, Aryan M.

Original Inquiry

Workflow

Activity/Remarks

Email Thread

Attachments

* Inquiry UDFs

From:

Aryan M. Mehta (amehta@it.ucla.edu)

Subject:

Demo Cabling Order for PCR-360 Estimate

* Topic:

Cabling Order

Message:

Demo Cabling Order for PCR-360 Estimate

PCR-360 Estimates | Converting to an Estimate

Manage Inquiry

Options

SD#: IQ00003554

Due Date:

Description: Characters left: 461

Cabling order for PCR-360 Estimate Demo

Last Modified

User: mayabugs

Date: 05/09/2025 13:12:37

* SD Type:

Estimate

* Source:

Web

* Status:

Pending

* Service Rep:

Mehta, Aryan M.

Estimate

Service Order

Incident

Project

Problem

Inquiry

Owner - Department:

Billing Group:

Requestor:

Mehta, Aryan M.

Contacts

GLA

Charges

Labor

Activity/Remarks

Email Thread

Attachments

* Inquiry UDFs

User Defined Fields

Cabling Location:

Onsite Contact Name:

Onsite Contact Email:

Onsite Contact Number:

Campus > Campus Services Bldg. I : 423

Aryan Mehta

amehta@it.ucla.edu

3102064601

* FAU:

5000 > 5901 > 5440 > 3200 > 4-721271

* Department:

3200: Communications Technology Serv

Inquiry Notes:

Project Manager
changes the
Inquiry to an
Estimate

Manage Estimate

SD#: ES202509278

Due Date:

Description: Characters left: 461

Cabling order for PCR-360 Estimate Demo

* SD Type:

Estimate

* Source:

Web

* Status:

Pending

* Service Rep:

Mehta, Aryan M.

☐ Contact Owner

☒ Department Owner

Owner - Department:

Billing Group:

Requestor:

Mehta, Aryan M.

Associated Project:

None

Associated Ser

Original Inquiry

Estimate

Workflow

Contacts

GLA

Charges

Labor

Activity/Remarks

Email Thread

Attachments

* Inquiry UDFs

User Def

From:

Subject:

* Topic:

Aryan M. Mehta (amehta@it.ucla.edu)

Demo Cabling Order for PCR-360 Estimate

Cabling Order

Message:

Demo Cabling Order for PCR-360 Estimate

PCR-360 Estimates | Estimate Workflow (SDC)

Manage Inquiry

SD#: IQ00003010 Due Date: Description: Cabling Order for PCR-360 Estimate Demo (Characters left: 461)

* SD Type: Estimate * Source: Web * Status: Pending * Service Rep: Mehta, Aryan M.

☐ Contact Owner Owner - Department: Billing Group: Requestor: Mehta, Aryan M.

☒ Department Owner

Estimate **Workflow** Contacts GLA Charges Labor Activity/Remarks Email Thread Attachments * Inquiry UDFs User I

Project Manager
adds Workflow

Choose a Service Desk Classification

Search or Filter the Grid Data			
	Name	Service Desk Type	Order/Equipment Action
<input checked="" type="checkbox"/>	Cabling Estimate	Estimate	
<input type="checkbox"/>	Voice Estimate	Estimate	

WF#	WF Status	Workgroup	Worker	Notes/Description
1	Complete	Communication Inf...		Incoming request from CustomerCenter.
200	Pending	Communication Inf...		Perform job walk and create estimate.
200	Pending	Communication Inf...		If estimate is approved, turn estimate into Service Order.

Manage Inquiry

SD#: ES202509278

Due Date:

Description: Cabling order for PCR-360 Estimate Demo

Characters left: 461

* SD Type: Estimate

* Source: Web

* Status: Pending

* Service Rep: A Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department:

Billing Group:

Requestor: A Mehta, Aryan M.

Original Inquiry

Estimate

Workflow

Contacts

GLA

Charges

Labor

Activity/Remarks

Email Thread

Attachments

* Inquiry UDFs

User Defined Fields

Equipment

Labor

Charges

Edit Selected

Delete Selected

Report

Type	Catalog / Workgroup	Description	Billable	Amount	Qty	Total
Charge	Cabling Non-Catalog Item	Special equipment request.	✓	\$100.00	1.00	\$100.00
Equipment	STC-CBL-S-CCB00011	CAT6 GEN6 General Cable Pull Pac (P...	✓	\$0.26	600.00	\$156.00
Equipment	STC-JMA-S-CPR00007	Connector CAT6 Jack Blue	✓	\$6.95	2.00	\$13.90
Labor	Communication Infrastructure	Project management hours	✓	\$111.18	5.00	\$555.90
Labor	Communication Infrastructure	7 hours @ 2 techs = 14 hours	✓	\$111.18	5.00	\$555.90
Labor	Comm Infrastructure Drafter	As-built creation	✓	\$111.18	5.00	\$555.90

Add New Service Desk Estimate Labor

Options

* Labor Type: Regular

* Hours: 14

Billable: ✓

Workgroup: A Communication Infrastruct

* Hourly Rate: \$111.18

Total Price: \$1,556.52

Description: 7 hours @ 2 techs = 14 hours

Manage Workgroup

Options

Status: Active

Inactive

* Name: Communication Infrastructure

* Manager: A Huete, Walter

Last Modified: User: juliussmith Date: 02/06/2025 08:30:47

Charge Catalog: A Communication Infrastructure Labor - (Nonrecurring)

Default Rate: \$111.18

Workers & Rates

Location Permissions

Escalation Sequence

User Defined Fields

Add

Edit Selected

Delete Selected

Report

Perspectives

Worker	Regular	Overtime	Double Ove...
--------	---------	----------	---------------

Estimate is generated.
Infrastructure Team

Note: To have the hourly rate automatically populate, it needs to be added to the Workgroup.

Options

History Report

Add Bookmark

Get Link

Form Information

Permission Build

Print

Save Perspective

View Perspective

Form Layout

Custom Reports

Manage Validatic

Wiki Help Article

Description: Characters left: 461

Cabling order for PCR-360 Estimate Demo

Requestor:

Mehta, Aryan M.

bor

Activity/Remarks

Email Thread

Attachments

* Inquiry UDFs

User Defined Fields

+ Equipment

+ Labor

+ Charges

Edit Selected

Delete Selected

Rep

n	Billable	Amount	Qty	Total
ipment request.	✓	\$100.00	1.00	\$100.00
6 General Cable Pull Pac (P...	✓	\$0.26	600.00	\$156.00

Project Manager
 prints to download
 the PDF

PCR°360™

05/09/2025 16:31:10

SD#: ES202509278

Due Date: Not Specified

SD Type: Estimate

Source: Web

Status: Pending

Urgency:

Service Rep: Mehta, Aryan M.

Requestor: Mehta, Aryan M.
(310) 206-4601
amehta@it.ucla.edu

Default Owner:

Description:

Cabling order for PCR-360 Estimate Demo

Estimates

Equipment	Catalog	Description	Amount	Qty	Total
1	STC-CBL-S-CCB00011	CAT6 GEN6 General Cable Pull Pac (Per Foot)	\$0.26	600	\$156.00
2	STC-JMA-S-CPR00007	Connector CAT6 Jack Blue	\$6.95	2	\$13.90
Equipment Subtotal					\$169.90

Labor	Workgroup	Description	Rate	Hours	Total
1	Communication Infrastructure	Project management hours	\$111.18	5h 0m	\$555.90
2	Communication Infrastructure	7 hours @ 2 techs = 14 hours	\$111.18	5h 0m	\$555.90
3	Comm Infrastructure Drafter	As-built creation	\$111.18	5h 0m	\$555.90
Labor Subtotal					\$1,667.70

Charges	Catalog	Description	Amount	Qty	Total
1	Cabling Non-Catalog Item	Special equipment request.	\$100.00	1.00000	\$100.00
Charges Subtotal					\$100.00
Total					\$1,937.60



PCR-360 Estimates | Converting to a Service Order

Manage Inquiry

SD#: ES202509278

Due Date:

Description: Cabling order for PCR-360 Estimate Demo

* SD Type: Estimate

* Source: Web

* Status: Pending

* Service Rep: A Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department

Billing Group:

Requestor: A Mehta, Aryan M.

Original Inquiry

Estimate

Work

GLA

Charges

Labor

Activity/Remarks

Email Thread

Attachments

* Inquiry UDFs

User Defined Fields

Type	Catalog / Workgroup	Description	Billable	Amount	Qty	Total
Charge	Cabling Non-Catalog Item	Special equipment request.	✓	\$100.00	1.00	\$100.00
Equipment	STC-CBL-S-CCB00011	CAT6 GEN6 General Cable Pull Pac (P...	✓	\$0.26	600.00	\$156.00
Equipment	STC-JMA-S-CPR00007	Connector CAT6 Jack Blue	✓	\$6.95	2.00	\$13.90
Labor	Communication Infrastructure	Project management hours	✓	\$111.18	5.00	\$555.90
Labor	Communication Infrastructure	7 hours @ 2 techs = 14 hours	✓	\$111.18		
Labor	Comm Infrastructure Drafter	As-built creation	✓	\$111.18		

Complete &
Turn into a
Service Order

Create a Service Order

Would you like to create a Service Order from this estimate?

Find a Service Order:

Find a Service Order Action:

- Selecting a Service Order will add the estimate to the selected order.
- If no Service Order is selected, a new Service Order will be created from the estimate.
- Selecting a Service Desk Action will add the estimate to the selected action.

Cancel

Save

PCR-360 Estimates | Converting to a Service Order

Manage Inquiry

SD#: ES202509278

Due Date:

Description:

Cabling order for PCR-360 Estimate Demo

Characters left: 461

* SD Type:

Estimate

* Source:

Web

* Status:

Pending

* Service Rep:

Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department:

Billing Group:

Requestor:

Mehta, Aryan M.

Original Inquiry

Estimate

Workflow

Contacts

GLA

Charges

Labor

Activity/Remarks

Email Thread

Attachments

Inquiry UDFs

User Defined Fields

Equipment

Labor

Charges

Edit Selected

Delete Selected

Type	Catalog / Workgroup	Description	Billable	Amount	Qty	Total
Charge	Cabling Non-Catalog Item	Special equipment request.	✓	\$100.00	1.00	\$100.00
Equipment	STC-CBL-S-CCB00011	CAT6 GEN6 General Cable Pull Pac (P...	✓	\$0.26	600.00	\$156.00
Equipment	STC-JMA-S-CPR00007					
Labor	Communication Infrastructure					
Labor	Communication Infrastructure					
Labor	Comm Infrastructure Drafter					

Complete &
Convert to a
Service Order

Manage Estimate

SD#: ES202509278

Due Date:

Description:

Cabling order for PCR-360 Estimate Demo

Characters left: 461

* SD Type:

Estimate

* Source:

Web

* Status:

Complete

* Service Rep:

Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department:

Billing Group:

Requestor:

Mehta, Aryan M.

Associated Project:

Original Inquiry

Estimate

Workflow

Contacts

GLA

Charges

Labor

Activity/Remarks

Email Thread

Attachments

Inquiry UDFs

User Defined Fields

Block Email

Add to E

From:

Aryan M. Mehta (amehta@it.ucla.edu)

Subject:

Demo Cabling Order for PCR-360 Estimate

* Topic:

Cabling Order

Message:

Demo Cabling Order for PCR-360 Estimate

Associated Service Order:
[SO202509556 Pending Cabling order f...](#)

UCLA Digital & Technology Solutions

11

PCR-360 Estimates | Service Order

Manage Service Order

Options

SD#: SO202509556

Due Date:

Description: Cabling order for PCR-360 Estimate Demo

Characters left: 461

Last Modified
User: mayabugs
Date: 05/21/2025 1

* SD Type: Service Order

* Source: Web

* Status: Pending

* Service Rep: Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department:

Billing Group:

Requestor: Mehta, Aryan M.

Associated Project:

Actions

Equipment

Barcode

Workflow

Contacts

GLA

Charges

Labor

Cabling

Activity/Remarks

Email Thread

Attachments

User Defined Fields

Search or Filter the Grid Data

Show Filters

Add

Log Approval

View Selected

Report

Perspectives (Remarks)

Action #	Action/Type	Action Status	Date/Time	Modified By	Author	Type	Remarks
000			May 21, 2025, 12:21 pm	mayabugs		Created	Service Desk Item Created from Estimate ES202509278 without an SDC

Manage Service Order

Options

SD#: SO202509556

Due Date:

Description: Cabling order for PCR-360 Estimate Demo

Characters left: 461

Last Modified
User: mayabugs
Date: 05/21/2025 13:06:43

* SD Type: Service Order

* Source: Web

* Status: Pending

* Service Rep: Mehta, Aryan M.

Contact Owner

Department Owner

Owner - Department:

Billing Group:

Requestor: Mehta, Aryan M.

Associated Project:

Actions

Equipment

Barcode

Workflow

Contacts

GLA

Charges

Labor

Cabling

Activity/Remarks

Email Thread

Attachments

User Defined Fields

Add

Edit Selected

Delete Selected

Report

Perspectives (Equipment)

Action #	Action/Type	Action Status	Eqp Action	Qty	Availability	Catalog	UOM	Status	Non-Recur
000			Add	600	In Stock	STC-CBL-S-CCB00011 - CAT6 GEN6 General Cable Pull Pac (Pe...	Feet	Pending	\$156.00
000			Add	2	In Stock	STC-JMA-S-CPR00007 - Connector CAT6 Jack Blue	Each	Pending	\$13.90

Estimate Wish List:

- Bug fix for when printing an estimate
- Estimate column on a Service Order Grid
- Ability to turn an Estimate into a Work Order
- Ability to move equipment from a Service order to an Action

**If you have any questions, my email
address is amehta@it.ucla.edu**

THANK YOU!