



Job Intake Manager

Turns inbound job emails from client work order and help desk platforms into complete, correctly routed service requests in the system of record, in any language.



| **IFS** Loops

The Challenge Today

Service providers taking reactive work from intermediaries receive every new job by email, forwarded from each client's work order or help desk platform, in its own layout and sometimes its own language. Someone reads each one, works out the client, site, asset, service and deadline, then keys a request into the system of record by hand, against a contractual attendance window. Re-sent orders get duplicated, and the reference, contact and access notes get dropped.

How it Works?

The Job Intake Manager turns an inbound job email into a complete service request. It reads the body and every attachment, resolves the client, asset, site, service and organization through the system of record, and creates the request with the client's reference, priority, contact and access notes. Clean requests are released straight to dispatch; anything uncertain is held or escalated to a reviewer in Teams.

Capture job emails



Reads the email body and every attachment, including PDF and Office order forms.

Extract job detail



Pulls reference, priority, SLA, contact and access notes, across layouts or languages.

Resolve service & routing



Selects the service and applies IFS selection rules for organization and delivery unit.

Gate release



Releases high-confidence requests to dispatch and holds flagged items for review.

Filter & deduplicate



Acts on configured clients and recognizes re-sent jobs before they duplicate.

Resolve customer & asset



Matches the end client and asset, deriving site and address from the asset record.

Create request



Creates the request with one scope per asset, attaches the source email and files.

Escalate & learn



Sends exceptions to Teams with candidate matches for a person to choose from.

Integrations

Enterprise Applications



Collaboration



Email



Job Sources

- Client work order platforms
- Client help desk platforms
- Structured notification emails

Agentic Skills



Job Email Ingestion



Resolution & Field Mapping

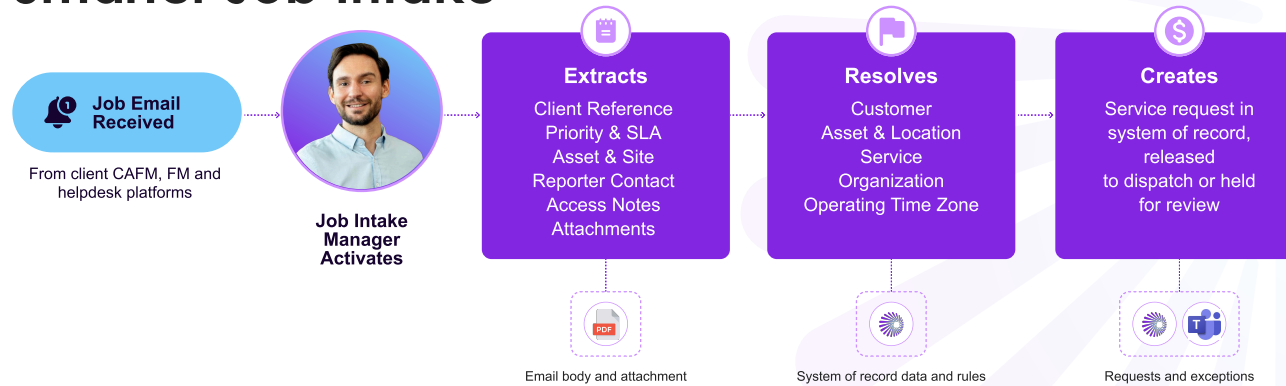


Request Creation & Release



Exception Handling

Smarter Job Intake



Key Problems Solved

- ✓ Removes manual reading and rekeying of job emails into the system of record.
- ✓ Handles each client's layout, including orders sent only as attachments.
- ✓ Stops re-sent jobs from creating duplicate requests.
- ✓ Keeps the client reference, priority, contact and access notes on the request.
- ✓ Routes each request to the right organization using IFS selection rules.
- ✓ Gives every email a recorded outcome, with no silent skips.

Business Value & Impact



Jobs in sooner

Requests raised on arrival, not when an administrator is free.



No duplicates

Re-sent jobs are recognized and never created twice.



Safe by design

Uncertain matches are held or escalated, never guessed.



Fully traceable

Every decision logged, from email to request.



Complete requests

Reference, contact and access notes reach the engineer.



Browse more Digital Workers.

Scan this QR code or click below to learn more about IFS Loops Digital Workers.

[Learn More](#)