

Maintenance Requests Module

The **Maintenance Requests** module allows you to **manage** resident's maintenance requests. Here, you will see each request organized by **category**, **ticket number**, **suite number**, **date**, if the request is **assigned**, and the **status**.

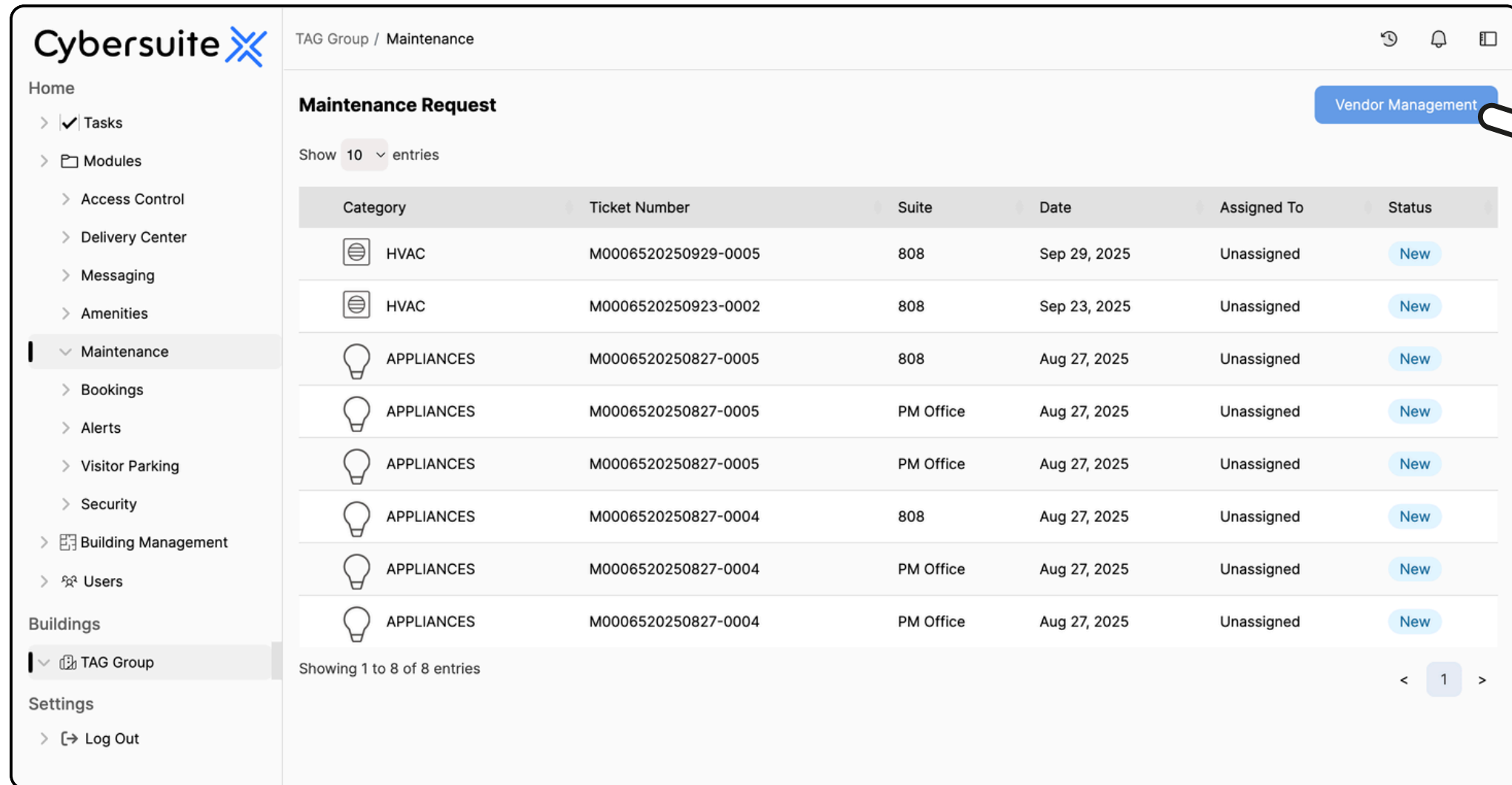
Here, you can filter by suite number and by status.

The screenshot displays the Cybersuite Maintenance Requests module. The interface includes a sidebar with navigation options, a main content area with a search bar for 'Suite Number' and 'Select Status', and a table of maintenance requests. Two hand icons point to the search filters. The table lists requests with columns for Category, Ticket Number, Suite, Date, Assigned To, and Status. The status column shows 'New Request', 'Assigned', and 'Closed'.

Category	Ticket Number	Suite	Date	Assigned To	Status
HVAC	M0006520250923-0002	808	Sep 23, 2025	Unassigned	New Request
APPLIANCES	M0006520250827-0005	808	Aug 27, 2025	Unassigned	New Request
APPLIANCES	M0006520250827-0005	PM Office	Aug 27, 2025	Unassigned	New Request
APPLIANCES	M0006520250827-0005	101	Aug 27, 2025	Unassigned	New Request
APPLIANCES	M0006520250827-0004	808	Aug 27, 2025	Unassigned	New Request
APPLIANCES	M0006520250827-0004	PM Office	Aug 27, 2025	Unassigned	New Request
APPLIANCES	M0006520250827-0004	101	Aug 27, 2025	Unassigned	New Request
HVAC	M0006520251022-0005	808	Nov 13, 2025	Unassigned	Assigned
HVAC	M0006520251031-0002	808	Nov 05, 2025	Unassigned	Assigned
HVAC	M0006520250929-0005	808	Nov 13, 2025	Unassigned	Closed

Maintenance Requests Module

The **Maintenance Requests** module also allows you to **manage** your vendors.
Select Vendor Management to begin.



The screenshot shows the Cybersuite interface for the Maintenance Requests module. The left sidebar contains navigation options: Home, Tasks, Modules (Access Control, Delivery Center, Messaging, Amenities, Maintenance, Bookings, Alerts, Visitor Parking, Security, Building Management, Users), Buildings (TAG Group), and Settings (Log Out). The main content area is titled 'TAG Group / Maintenance' and 'Maintenance Request'. It features a 'Vendor Management' button in the top right, a 'Show 10 entries' dropdown, and a table of maintenance requests. The table has columns for Category, Ticket Number, Suite, Date, Assigned To, and Status. A hand icon points to the 'Vendor Management' button.

Category	Ticket Number	Suite	Date	Assigned To	Status
HVAC	M0006520250929-0005	808	Sep 29, 2025	Unassigned	New
HVAC	M0006520250923-0002	808	Sep 23, 2025	Unassigned	New
APPLIANCES	M0006520250827-0005	808	Aug 27, 2025	Unassigned	New
APPLIANCES	M0006520250827-0005	PM Office	Aug 27, 2025	Unassigned	New
APPLIANCES	M0006520250827-0005	PM Office	Aug 27, 2025	Unassigned	New
APPLIANCES	M0006520250827-0004	808	Aug 27, 2025	Unassigned	New
APPLIANCES	M0006520250827-0004	PM Office	Aug 27, 2025	Unassigned	New
APPLIANCES	M0006520250827-0004	PM Office	Aug 27, 2025	Unassigned	New

Showing 1 to 8 of 8 entries

Maintenance Requests Module

Here, you will see a list of your vendors. To **update** an existing vendor, **select** one from the list. To **add a new vendor** to your building, select **Add Vendor**.

The screenshot displays the Cybersuite interface for Vendor Management. The breadcrumb path is "123 Front / Maintenance / Vendor Management". The main content area is titled "Vendor Overview" and contains a table with the following data:

Category	Vendor Name	City	Last Updated	Contact Name	Status
HVAC	Jerry's HVAC Services	Toronto	11-13-2025	Jerry Sullivan	Active

Navigation elements include a sidebar menu with categories like Home, Tasks, Modules, Maintenance (selected), Bookings, Alerts, My Home, Visitor Parking, Security, Building Management, Users, Buildings (with "123 Front" selected), and Settings (with "Log Out"). A blue "+ Add Vendor" button is located in the top right corner of the main content area.

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Here, you will **add** the vendor's **company name**, **category**, **active status**, **contact name**, **phone number**, **email address**, and **company address**. You can also select a category for the vendor, **add a photo** of the **company logo**, and **vendor notes**. Once done, select **save**.


The screenshot shows the 'Add Vendor' form in the Cybersuite Vendor Management module. The form is titled 'Vendor Details' and includes the following fields:




- Vendor Name: Text input field with a red asterisk and a red 'x' icon.
- Status: Dropdown menu with a red asterisk.
- Contact Name: Text input field with a red asterisk.
- Phone Number: Text input field with a red asterisk.
- Email Address: Text input field with a red asterisk.
- Street Number: Text input field with a red asterisk.
- Street Name: Text input field with a red asterisk and a red 'x' icon.
- City: Text input field with a red asterisk.
- State: Text input field with a red asterisk.
- Postal Code: Text input field with a red asterisk.
- Country: Dropdown menu with a red asterisk.
- Categories: Dropdown menu with a red asterisk.


There is a 'Logo' section with a large grey box containing the text 'No Preview Available'. Below the form is a 'Vendor Notes (Max : 255 Characters)' section with a text area for 'Add Vendor Notes...'. The left sidebar shows the navigation menu with 'Maintenance' selected. The right sidebar shows 'Notifications' and 'Property Managers'.

Maintenance Requests Module

To view a **Maintenance Request**, select one from the list available. You will see a preview of the request, from here you can either view details or assign the request to a concierge, a service provider, or both.



Category	Ticket Number	Suite	Date	Assigned To	Status
 HVAC	M0006520250929-0005	808	Sep 29, 2025	Unassigned	New
 HVAC	M0006520250923-0002	808	Sep 23, 2025	Unassigned	New
 APPLIANCES	M0006520250827-0005	808	Aug 27, 2025	Unassigned	New


 HVAC

MICHAEL D'ANGELO - 808

Sep 29, 2025 M0006520250929-0005

The temperature in my unit is not updating when I change it in the app.

[Details](#) [Assign To](#)

 HVAC

MICHAEL D'ANGELO - 808

Assign Maintenance Ticket To

Select Concierge

[Update](#) [Cancel](#)

Assign Maintenance Ticket To

Select Service Provider

[Update](#) [Cancel](#)


Maintenance Requests Module

On the **Maintenance Details** page, you can **view**, **edit** and **manage** the request. You will see details like the ticket number, suite number, resident's name, entry notes and details. You can edit the category, status, assigned status and vendor. Here, you can also request a quote from a vendor and send messages to the resident.


Maintenance Details

Ticket Number:	M0006520250929-0005	Category:	HVAC
Date:	09/29/2025	Status:	New Request
Suite:	808	Assigned To:	Select Person
First Name:	Michael	Phone Number:	+115199980594
Last Name:	D'Angelo	Vendor:	Select Vendor
Entry Notes:	I will be out of the house between 8:30am and 5:30pm. I have a do...		
Details:	The temperature in my unit is not updating when I change it in the app.		


Images



[View](#)



No Preview Available
[View](#)



No Preview Available
[View](#)

[Request for Quote](#)

Type Message [➤](#)

Maintenance Requests Module

When requesting a quote, select a vendor from the available options. You can review the details of the maintenance request, add additional notes, and send the maintenance request to the vendor by selecting send email.

The screenshot shows a web interface for a 'Request for Quote' form. At the top, the breadcrumb '123 Front / Maintenance / Request For Quote' is visible. The form title is 'Request for Quote' with a sub-label 'Ticket Number: M0006520250923-0002'. Below this is a 'Select Vendor' dropdown menu. The form is divided into two columns of input fields: 'Site' (123 Front), 'Contact' (Michael Cuni), 'Date' (09-23-2025 14:00:10), and 'Category' (HVAC) on the left; and 'Site Address' (123 Front Street, North York, Ontario), 'Email' (Email), and 'Suite' (808) on the right. Below the input fields is a 'Details' section with a 'Test' text area. An 'Images' section follows, showing a partial image on the left and two placeholder boxes on the right, each with a 'View' button. At the bottom is an 'Additional Notes' section with a large text area. The footer contains 'Cancel' and 'Send Email' buttons.