Claiming and Retrieving Multiple Requests

As a dispatcher, you can claim and retrieve multiple requests at once in the Request Status and the Pending Requests list view workspace, respectively.

Pending Request

You can claim multiple requests from the Pending Requests list view workspace.

1. Click the Pending Requests selector on the tile in IROC Portal.
2. Click the Manage List button and select Full View to view a manageable list of requests.

3. To select multiple requests, click in the checkbox in the Selected column.

To choose all records, click the Selected box beneath the column header.

4. Click the Claim action button to claim the requests.

A confirmation message for each request is displayed at the top of the screen and the screen reloads.
After the screen reloads, the **Claimed** and **Claimed By** columns show that the requests have been claimed by your dispatch organization.

**Note:** Requests from multiple catalogs and multiple incidents can be claimed at the same time.

### Request Status

You can retrieve multiple requests from the Request Status list view workspace.

1. Click the **Request Status** selector on the tile in IROC Portal.
2. Click the **Manage List** button and select **Full View** to view a manageable list of requests.
3. To select multiple requests, click in the checkbox in the **Selected** column for each request.
4. Click the **Retrieve** button to claim the requests.

   **a** A confirmation message for each request appears at the top of the screen and the screen reloads. Click the X to close the confirmation.

   **b** After the screen reloads, the **Last Action** and **Retrieved** columns show that the requests have been placed to your organization.

**Note:** Requests from multiple catalogs and multiple incidents can be retrieved at the same time.