



Commercial Client Servicing Digital Service Requests



Improved
Visibility



Increased
Security



Fewer
Handoffs



Faster
Turnaround
Times



Digital Service Requests

KeyNavigator® | KeyBank

Message Center Support Administrative

Dashboard Reporting & Research Payables

Contact Us >
Online Help >
Service Requests >

Service Center

Check the status of a request or submit a new one

All Open Requests [Submit New Request](#)

Case Number	Opened	Closed	Status	Requester	Product	Task
00136947	7/18/2020		In Progress	Nathan Hodgen	KeyCapture	Other
00136946	7/18/2020		New	Charles Pardee-Miller	KeyCapture	Add/Delete Account(s)...
00136945	7/18/2020		Needs Attention	Charles Pardee-Miller	Deposit Account	Update Account Infor...
00136944	7/18/2020		In Progress	Charles Pardee-Miller	KeyCapture	Delete Service

Navigation

- Login using your existing KeyNavigator Credentials
- Service Requests are easy to submit and review

History

- All requests are visible in one searchable area



Submitting Service Requests

Submit a Request for Service

Product *

--None--

Task *

--None--

Subject *

Description *

All Notifications

Share Visibility

[Add Attachment](#)

[Cancel](#) [Submit](#)

Submission

- Categorizing requests allows for quicker, streamlined fulfillment
- Customize your email notifications and visibility within your organization

Communication

- Directly communicate with your Servicing Professional
- See updates and status changes in real time

Details

Case Number: 00136946
Status: New
Product: KeyCapture
Task: Add/Delete Account(s) to Service
Subject: test
Description: tes
Date Opened: 7/18/2020 9:16 AM
Date Closed:
Requester: Charles Pardee-Miller

Case Comments

Tuesday, Jul 21, 20

Charles Pardee-Miller
Here is info about the request. Thanks! · 04:06 PM

Adding additional information [Submit](#)

Attachments

Title	Date	Uploaded By	Description
ImportantDocs.pdf	7/21/2020	Charles Pardee-Miller	

[Add Attachment](#)