Claims:

1. A system comprising:

A. a communications network,

B. a facility management server connected to said communications network containing facility management software stored on an intransient medium containing computer readable instructions for:

i. storing work order templates for addressing potential facility conditions and potential facility incidents;

ii. receiving, storing and processing reported information relating to a plurality of reported facility condition and reported facility incidents;

iii. generating actual work orders for addressing one or more of said reported facility conditions and reported facility incidents based on said work order templates and based on said reported information;

C. a collaboration server connected to said communications network containing collaboration software stored on an intransient medium containing computer readable instructions for:

i. automated hosting of online conversations between a plurality of users and said facility management server concerning said plurality of reported facility conditions or specific reported facility incidents requiring facility management attention;

ii. storing and accessing data fields necessary for said facility management server to generate said actual work orders;

iii. automated prompting said plurality of users to provide information specific to a selected conversation type based on said data fields;

iv. automated receiving and storing of information from said online conversations without operator involvement

v. automated transmitting of selected data from said conversations to said facility management server without operator involvement;

vi. receiving information from said facility management server and transmitting it to said plurality of users via said online conversations;

D. a mobile application specific to said collaboration software installed on a plurality of user devices, said mobile application comprising software stored on an intransient medium containing computer readable instructions for:

i. allowing said users to participate in said online conversations with other users and with said facility management server, wherein said user enters information concerning said reported facility incident or reported facility condition; and

ii. transmitting said information concerning said reported facility incident or reported facility condition to said collaboration server;

E. said collaboration software further containing computer readable instructions for delivering said information concerning said reported facility incident or reported facility condition to said facility management server for managing a response to said reported facility incident or reported facility condition

F. said facility management software further containing computer readable instructions for:

i. receiving information via said communications network from said collaboration server concerning statuses of a plurality of facility incidents and conditions;

ii. automatically generating work orders for the addressing a reported facility condition or incident without operator involvement based on information received from said collaboration server concerning said facility condition or incident which information the collaboration server received from said plurality of users participating in said online conversation, said work flow generated based on one or more pre-determined work flow templates.

2. A system according to claim 1, wherein a user may request for a facility management service by starting said online conversation by opening said mobile application and choosing a conversation type from a list stored on said mobile application and presented to said user upon the opening of said mobile application, and wherein a list of conversation members are automatically added to the online conversation by the collaboration server which collaboration server notifies said conversation members inviting them to participate in the online conversation.

3. A system according to claim 1, further comprising data collection fields stored in said collaboration server configured to receive structured data relating to a plurality of facility management response and service processes, such that when said data collection fields are completed with structured data relating to a facility management response or service process, said collaboration will send a request to the facility management server to automatically generate a work order for carrying out said response or service without operator involvement.

4. A system according to claim 1 wherein participation of said facility management server is executed via an integration script stored on said collaboration server, and wherein said facility management server monitors the structured data placeholders in said collaboration server via said integration script, and wherein said facility management server is configured to automatically initiate work order generation when a predetermined amount of structured data placeholders for a particular response or service process without operator involvement.

5. A system according to claim 4, wherein the integration script periodically updates the online conversation during facility management response after a work order has been generated to provide progress report to conversation members via said online conversation.

6. A system according to claim 1, wherein said mobile app and said collaboration server are configured to receive data from conversation members in the form of digital photographs and digital audio files and automatically transfer said digital photographs and digital audio files to said facility management representative.

7. A system according to claim 1, further comprising a checklist saved on said collaboration server and configured to guide members of said online conversation in providing information necessary to respond to facility management service requests.

8. A system according to claim 1, further comprising a public kiosk comprising software stored on an intransient medium containing computer readable instructions for:

allowing said user's to participate in said online conversations with other users and with said facility management system, wherein said user enters information concerning a facility incident or facility condition; and

transmitting said information to said collaboration server.

9. A system according to claim 1, in which said online conversation is initiated by said facility management server, said collaboration server automatically adding members to said online conversation and inviting said members to join said conversation via said mobile application installed on user devices according to predetermined user lists corresponding to a conversation type selected by said facility management server.