

External Services

1. PROVIDE FAST AND EASY INTEGRATED TWO-WAY RADIO COMMUNICATIONS SYSTEM FOR THE CITY GOVERNMENT

Operates and maintain of a 24/7 integrated communications system for Quezon City Government.

Office / Division:	Radio Communications Service Office / Radio & Telephone Base Operations Division
Classification:	Simple
Types of Transaction:	Radio Base and Telephone Operations. 24/7
Who may Avail:	QCitizen, General Public, Barangay Base Radio & Ambulance, Radio Network End-Users & Other Govt. Agency.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send calls via Radio or Trunkline 8988-4242 Loc. 8407/8416 2. Receives updates and feedback, instructions, clarifications/ information.	1. 24/7 Monitoring of calls via Integrated Communications System for the Quezon City Government.	None		Radio/Telephone Operators/Shift Supervisor
	2. Receives calls via two-way Base Radio or Telephone from a wide variety of cases such as, Emergency, Covid 19 concerned, Complaints, Public Assistant, Inquiries & Other concerned.		2 minutes	Radio/Telephone Operators
	3. Processing of calls by having as much complete information from the caller for immediate and appropriate responses and actions.		2 minutes	Radio/telephone Operators
	4. Create incident ticket thru Microsoft Dynamic 365 ticketing System.		2 minutes	Radio/Telephone Operator
	5. Endorse to the Shift Supervisor for review.		2 minutes	Radio/Telephone Operators

	<p>6. Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic 365 Ticketing System users account for their appropriate actions.</p> <p>7. Follow-up ticket via call or chat/messaging thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken.</p> <p>8. Give feedback to the callers regarding their concern.</p> <p>9. Data base encoding and management system.</p>		<p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>Radio/Telephone Operators/Shift Supervisor</p> <p>Radio/Telephone Operators/Shift Supervisor</p> <p>Radio/Telephone Operators/Shift Supervisor</p> <p>Radio/Telephone Operators/Shift Supervisor</p>
Total	Total	16 minutes		