

2. QCITIZEN HELPLINE CONTACT CENTER DIAL122

QCitizen Emergency Helpline & Complaint and Action Center.

Office / Division:		Radio Communications Service Office / QC Helpline 122 Contact Center Division		
Classification:		Complex		
Types of Transaction:		QC Helpline122 Contact Center 24/7		
Who may Avail:		QCitizen, General Public, MMDA, Emergency 911, QCPD-Tactical Operations Center & Other Local Government Agency.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a call via QC Helpline Dial 122 or back-up number: 09190670715 09190670096 09190670236 09278619733	1. 24/7 Monitoring of calls coming from QCitizen Helpline 122.	None	2 minutes	Call Takers/Shift Supervisor
	2. Taking calls via Helpline 122 or back-up numbers from a wide variety of cases such as Emergency, Covid 19 Concerned, Complaints, Public Assistant/ Inquiries & Other Concerned.			Call takers
	3. Processing of calls by having as much complete information from the caller for immediate and appropriate responses and actions.			Call Takers
	4. Create incident ticket thru Microsoft Dynamic 365 Ticketing System.			Call Takers
	5. Endorse to the Shift Supervisor for review.			Call Takers

2. Receives updates and feedback, instructions & clarifications.	6. Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic 365 Ticketing System users account, for appropriate actions.		2 minutes	Call Takers/Shift Supervisor
	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.		2 minutes	Call Takers/Shift Supervisor
	8. Give feedback to the callers regarding their concerned.		2 minutes	Call Takers/Shift Supervisor
	9. Data base encoding & Management system.		2 minutes	Call Takers/Shift Supervisor
Total			16 minutes	