



RADIO/TELEPHONE BASE OPERATIONS DIVISION

1. Integrated two-way Radio Communications System for the City Government

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

Office / Division:	Radio/Telephone Base Operations Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may Avail:	Barangay Base Radio & Ambulances, (BHERT), 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. Receive calls via radio	1.1 Receives calls via two-way Base Radio or Telephone from a wide variety of cases such as Emergency, Covid 19 concerns, Complaints, Public Assistance, Inquiries & Other concerns.	None	1 minute	Radio/Telephone Operators
	1.2 Processing of calls by having the complete information from the caller for immediate and appropriate responses and actions.	None	2 minutes	Radio/Telephone Operators
	1.3 Create incident tickets at Microsoft Dynamic 365 ticketing System.	None	2 minutes	Radio/Telephone Operators
	1.4 Endorse to the Shift Supervisor for review.	None	1 minute	Radio/Telephone Operators



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. 5 Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic 365 Ticketing System users account for an appropriate actions	None	2 minutes	Radio/Telephone Operators
2. Receives updates, feedback, instructions, and clarifications or Information regarding their concerns.	2.1 Follow-up ticket via call or messaging using Dynamic 365 Ticketing System to the action units and get feedback on the action taken.	None	1 minute	Shift Supervisor
	2.2 Give feedback to the callers regarding their concern.	None	1 minute	Shift Supervisor
	2.3 Database encoding and management system.		2 minutes	Radio/Telephone Operators
TOTAL		None	12 minutes	