QC HELPLINE CONTACT CENTER AND HELPDESK DIVISION

3. Qcitizen Helpline Contact Center Dial 122

Operates 24/7 Emergency Helpline, Public Assistance, Complaints and Action Center.

Office / Division:	QC Helpline Contact Center & Helpdesk Division - 122 Contact Center Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may Avail:	General Public within Quezon City, and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call via 122, Trunkline 8988-4242 Loc. 8407/8416 or back-up numbers: 09190670715 09190670096 09190670236	1.1 Receive calls via 122 or back-up numbers from a wide variety of cases such as Emergencies, Covid 19 Concerns, Complaints, Public Assistance/ Inquiries & Other Concerns.	None	1 minute	Call Takers
	1.2 Processing of calls by having the complete information from the caller for immediate and appropriate responses and actions.	None	2 minutes	Call Takers
	1.3 Create incident ticket via Microsoft Dynamic 365 Ticketing System.	None	2 minutes	Call Takers
	1.4 Endorse to the Shift Supervisor for review.	None	2 minutes	Call Takers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Coordinate via call or assign a ticket to the concerned Depts./Offices thru Dynamic 365 Ticketing System users account for appropriate actions.	None	2 minutes	Call Takers
2. Receives updates, feedback, instructions & clarifications.	2.1 Follow-up ticket via call or chat/messaging. thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken.	None	2 minutes	Call Takers
	2.2 Give feedback to the callers regarding their concerns.	None	2 minutes	Shift Supervisor
	2.3 Database encoding & Management system.	None	2 minutes	Call Takers
	TOTAL	**None**	**15 minutes**	