

This QRG provides an overview of call prompt improvements to the Shared Health Service Desk interactive voice response (IVR) system when calling to report an issue, request or escalation. This ensures your issue or request is routed to the correct queue in a timely manner for prioritization and categorization.

Customer benefits include:

- ✓ New menu options, including direct options for common issues and requests.
- ✓ Ability to create an automatic record when reporting an issue.
- ✓ Speech to text functionality for voicemails to capture relevant details for improved routing.
- ✓ Ability to call to receive updates to existing records (e.g. incident, service request or task) with the option to speak with a Service Desk agent for questions or an escalation.
- ✓ Ability to request a call back when waiting in a queue.

Reporting Your Issue, Request or Escalation

Phone: 204-940-8500 or 1-866-999-9698

All urgent issues, requests, or escalations *must be reported by phone* to the Service Desk.

Calls to the Service Desk are answered by a standard greeting with various menu options to route your call to appropriate support. Once all your information is obtained, you will receive a record number for reference.

Primary Category Options

Option #	Category	Additional Menu Options
1	Shared Health Service Desk	➤ Log in issues, password resets
		➤ Status of an existing record* (e.g., incident, service request, task, etc.) with option to speak to an agent to provide additional details or escalate <i>*Ensure you have your existing record number on hand.</i>
		➤ Report a new clinical or technical issue* <i>*An issue is an unplanned interruption or reduction in quality to an IT service.</i>
		➤ Report a new request* <i>*A request is a formal request to acquire something for a department's service.</i>
2	Provincial HR Services	➤ Payroll and benefit questions
		➤ Payroll system (SOGICA Vault) password resets
		➤ Recruitment enquiries (e.g., hiring, postings, re-posts, vacancies, etc.)
4	MBTeleHealth	➤ Technical issues with video conferencing
		➤ Video conferencing scheduling services

Voicemail

If you are on hold in a queue for a non-urgent issue or request, you will be offered the option to leave a voicemail. If you leave a voicemail, your request will automatically be categorized as low priority and take longer to process. When leaving a voicemail, you will be prompted to include relevant information so your issue or request can be correctly categorized and assigned.