

Title	<i>Process for Contacting Bell's Service Desk</i>
Created by	<i>Manitoba</i>
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Background	<p>It is anticipated that over the course of the 15 year services agreement, Public Safety Entities (PSEs) will have a need to contact Bell to report/request a number of items including but not limited to:</p> <ul style="list-style-type: none"> a) service issues (i.e. loss of service, degradation of service) b) radio inventory changes c) radio repairs, etc. <p>A single point of contact will be used to collect the required information and initiate the appropriate workflows to accommodate the various PSE inquiries.</p>
Purpose and Scope (What are goals, parameters, and scope? What is out of scope?)	To establish and implement a consistent process to contact Bell's' Service Desk.
Process Input (Who and what prompts the request and why?)	The process is prompted by: <ul style="list-style-type: none"> a) An inquiry from a PSE regarding PSCS or b) An inquiry about PSE equipment
Process Flow (What is the first step to start the input going? What are the activities?)	<ol style="list-style-type: none"> 1. PSE identifies a need to contact Bell (e.g. service outage, loss of PSE radio, etc.). 2. PSE calls 1-833-551-3925 or PSE sends an email to bmradiocc@bell.ca. 3. Bell logs an incident and provides the ticket/reference number to the PSE. 4. Appropriate Bell workflow is activated. 5. Bell notifies PSE when issue is resolved (as applicable).

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Version	Date	Author	Change Description
1.0	March 27, 2020	Manitoba	Initial Release