

# **Help Desk Options**

(Updated – 8/19/16)

## **888 667 9111**

### **#1 – Sodexo Help Desk (to option tree #2)**

- #2 – Market Connection
- #3 – Facility Center, InSite, TRAKKAR, Maximo
- #4 – HALO POS
- #5 – Sodexo IS&T Procurement
- #6 – (Blank)
- #7 – Labor Management, Kronos, Food Management, CAP
- #8 – (Blank)
- #9 – Sodexo Password Resets: **Option 1 – Password Resets** **Option 3 - Web Access Request Form**

### **Option Tree #2 (Help Desk)**

- #1 – Leave a VM for non-urgent matters
- #2 – For Financial applications, including Web UFS, Brio, BI Query, Enterprise Analysis, Dashboards, DRIVE, SAP, Essbase, and Global CRM
  - 1. Web UFS
  - 2. BRIO Report Portal, BI Query, Enterprise Analysis
  - 3. Financial Dashboards (including E=vision, E=business Review, OMD, and SMART)
  - 4. DRIVE
  - 5. SAP or Essbase
  - 6. Global CRM
- #3 – Technical Support
- #4 – Customer Call Backs
- #5 – Cellular Devices, Sodexo Connect
  - Option 1 – US Employees**
    - 1. Blackberry, iPhone, Cell Phones, Air Cards and Gateway Services
    - 2. Billing Questions and Information
    - 3. GB Telecom Services (desktop phone, voicemail, video rooms)
    - 4. Conferencing Services from Intercall (Audio, WebEx, eFax and Gold Mail)
    - 5. Broadband DSL, Cable, T1, phone lines, remote offices
  - Option 2 – Canadian Employees** - No additional options; calls point to 2nd Level Tech
  - Option 3 – Support for tablet devices**
- #6 – Lost/Stolen Equipment, SharePoint or EVault i365 Backup
  - 1. (Blank)
  - 2. To report Lost or Stolen Equipment
  - 3. SharePoint
  - 4. EVault / i365 Backup Solutions
- #7 – Labor Management, Kronos, Food Management, CAP
  - 1. Labor Management, Kronos
  - 2. Food Management
  - 3. CAP
- #8 – (Blank)
- #9 – Password Resets:
  - Option 1 – Password Resets**
  - Option 3 - Web Access Request Form**