

Service Desk Options

(Updated – 9/21/18)

888 667 9111

#1 – Sodexo Service 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 – Kronos, Food Management

#8 – (Blank)

#9 – Sodexo Password Resets: **Option 1** – Password Resets

Option 3 – Security Access Request Form assistance

Option Tree #2 (Service 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, E=nterprise Analysis

3. Financial Dashboards (including E=vision, E=business Review, OMD, and SMART)

4. DRIVE / Printables

5. SAP or Essbase/SmartView

6. Global CRM

#3 – Technical Support

1. Sodexo_Net

2. Email and Office 365

3. Printer Support

4. All Other Technical Issues

#4 – Customer Call Backs

#5 – For cellular and mobile devices, air cards, conferencing services and other Sodexo Connect services

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 Data Backup Support

1. (Blank)

2. To report Lost or Stolen Equipment

3. SharePoint

4. Data Backup Support

#7 – Kronos, Food Management

1. Kronos

2. Food Management

#8 – (Blank)

#9 – Password Resets:

Option 1 – Password Resets

Option 3 – Security Access Request Form assistance