

From: ".Box.UKLINK.Manual" <uklink@xoserve.com>
Subject: **LJ/1034/CM - xoserve Service Desk Number**
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▶ 1 Attachment, 2.3 KB



Communication Ref : LJ/1034/CM
Subject : xoserve Service Desk Number

Colleague,

This is a notification advising you that xoserve is introducing a new service desk for your IS related calls, this means as an xoserve customer you will need to dial a new phone number. This will be discussed further at the UK Link Committee meeting on 13th January 2011.

The change will take effect on the 28th February 2011. The new Service Desk is a dedicated service for xoserve customers. The aim is to improve our service to you.

As a result the UK Link Manual will need to be updated to reflect the revised contact numbers. It will impact 1.3.3 Section 1 of the UK Link Manual. The Service Desk will be managed by xoserve IS Operations, leading to greater control for escalated issues and more flexibility to respond to customer feedback.

1.3.3 Section 1 would be updated as follows:-

1.3.3 Helpline

UK Link Users are supported by a Helpline operated by ~~ESG~~ xoserve. This Helpline is known as the IS Helpline, formerly the Communications Support Desk or Shipper Support. UK Link Users will be able to ring the Helpline via a single number; the Helpline will log and pass all calls to the appropriate second-line support group within the Transporters for resolution. All calls to the Helpline will be logged and a priority assigned depending on the severity of the problem and its impact. The priority codes to be used are set out in the UK Link IS Service Definition.

The operational hours of the Helpline are 24 hours a day 365 days a year.

The Helpline can be contacted by:

Telephone: ~~08705 216121~~ From the UK: 0845 600 0506
From outside the UK: +44 121 623 2858

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Fax: ~~08705 216122~~

When calling the helpdesk you will be presented with various options. Upon selection you will be automatically transferred to the appropriate support group to take your call.

This change is proposed as a Class 1 UK Link Modification as it is an update to the UK Link Manual. User representations are invited by 27th January 2011.

Users are asked to note that the representation period is 10 days and this change will be discussed at the UK Link Committee meeting on Thursday 13th January 2011.

Regards

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