

What should I do if Hotline rings ?

As mentioned in [Hotline - L0 / CGI](#), IS-Contact Center or L0 will use the hotline numbers to reach out to CGI to

1. Obtain status of a ticket which is now deemed urgent
2. Emphasize a P1 / P2 ticket which is urgent and needs immediate attention

Step-by-step guide

As an L1 agent

1. Pick the phone call immediately
2. Check with the IS-Contact Center agent
 - a. Priority of the ticket
 - b. Description of the ticket
 - c. Which stream does the ticket belong to ?
 - d. Challenge
 - i. How many users are affected ?
 - ii. Impact because of this issue
 - iii. Potential Financial loss because of this issue
3. L1 agent will analyze the ticket and find it if truly belongs to the respective stream
4. Finds out who is available from that stream in that shift
5. Intimates the individual about the P1 / P2 ticket over phone call and email
6. Transfers the ticket to the respective stream



Related articles

- [Hotline - L0 / CGI](#)
- [Printer Procedure with Solvay](#)
- [Dispatcher - L1](#)
- [What should I do if Hotline rings ?](#)