



The Help Desk Contact Centre

IT has rolled out a brand-new Help Desk call centre platform designed to make your experience smoother, faster and easier! Here's **How to use the Contact Centre Effectively:**

Stay On the Line

You must **stay on the line until you speak with an agent** so your request is properly logged. These requests may be canceled or delayed if you hang up!



Follow the Prompts

Use the menu prompts and provide accurate information to speed up support! **These prompts are used to guide your call to the correct support team.**

Provide Information

The more information, the better! **If you choose to leave a voicemail, remember to provide your name and a call-back number**, so we can contact you.



If you have any questions, please contact the Help Desk at Help.Desk@tbh.net.



Thunder Bay Regional
Health Sciences
Centre



ST. JOSEPH'S CARE GROUP