Westview

News > General > FCL Service Desk Changes

FCL Service Desk Changes

2021-01-14 - Don Guilbeault - Comments (0) - General

The FCL Service Desk is expanding!

On January 13th, the FCL Service Desk will be launching its enhanced support services to your local Co-op, Westview.

We have added some new support resources and will offer the following new features to better support you!

- Availability 24x7x365
- A dedicated phone number for IT support, to decrease time spent waiting on the line and to improve support any time of the day
- Dedicated Level 1 support Team to focus on immediate service delivery and troubleshooting

The transition Team has been working to ensure there is little impact to the Guests, but users may notice slight changes, including different voices answering calls and are likely already experiencing different messaging in emails from the Service Desk due to the Service Now ticketing implementation. The functionality of the Service Desk will remain the same.

PLEASE NOTE THESE CHANGES:
For issues that you would normally call AMPM directly for, please CALL the Retail Service Desk. 1-855-671-4761

For issues requiring immediate attention, like password resets, please **CALL** the Retail Service Desk. **1-855-671-4761**

Non-urgent requests or additional support requests can be sent in an email to servicedesk@fcl.crs

For all issues regarding your current workstation, email, Microsoft Office, Cellphone, Tablet's etc. these are still to be directed to your Westview Co-op Help Desk - don.guilbeault@westviewcoop.ca 403-899-9752 Cell, 403-556-3335 Option 2, Option 8 Office.



Thank-you
FCL Service Desk