

Talian Darussalam 123 (TD123)

Service Name	Talian Darussalam 123
Service Definition	<p>TD123 is a centralized call centre for non-emergency government related services spanning various government agencies. The public can lodge complaints, get information and raise enquiries related to the respective services using the following communication channels:</p> <ol style="list-style-type: none"> 1. Hotline number 123, 2. Email info@123.com.bn 3. Complaint/enquiry form at www.123.gov.bn 4. TD123 social media pages – Facebook, Instagram and Twitter (@td123bn) 5. TD123 Mobile Application 6. TD123 Live Chat (via Whatsapp 8333123)
Service Components	<ul style="list-style-type: none"> ▪ 24 by 7 Frontlines Support <ul style="list-style-type: none"> • Contact agents and the infrastructure of the call centre ▪ Comprehensive Tools <ul style="list-style-type: none"> • To manage and monitor complaints and enquiries
Service Custodian	Norramemi Binti Sahari
Key Features	<ul style="list-style-type: none"> ▪ Allocated Contact Agents <ul style="list-style-type: none"> • The no. of call agents allocation will depend on the no. of calls required to support the respective service ▪ Complaint Management System (CMS) <ul style="list-style-type: none"> • The system is used to manage calls tickets and use as the main communication channels between the operation centre and the agencies ▪ CMS Training <ul style="list-style-type: none"> • Training on the familiarity and how to use the system. ▪ CMS Management Dashboard <ul style="list-style-type: none"> • The dashboard is the proactive monitoring tool showing the overall performance of the agency
Service Availability	24 by 7
Service Desk Hours	24 by 7 Except Friday, 1200-1400hrs
Technical Support Hours	Monday to Thursday, Saturday 0745 – 1630hrs Except Public Holidays
Maintenance Window(s)	Saturday, 2200hrs - Sunday, 0200hrs
Enquiry and Support Information	EGNC hotline number (+673 2424959) or td.123@egc.gov.bn
Service cost	No charge for Government agencies