

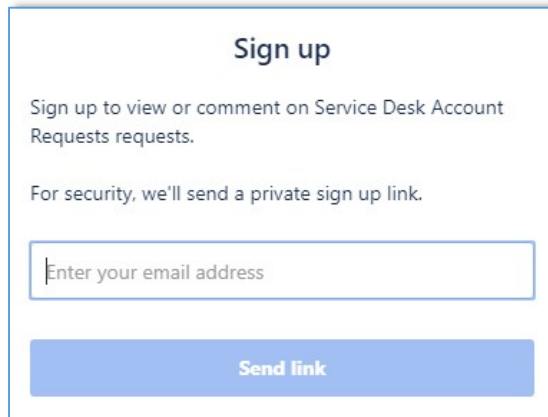
## Online/Call Center Service Desk

Welcome to the Online/Call Center Service Desk! The Online/Call Center Service Desk is your portal to get answers, schedule requests, or raise issues for the Online Ordering site, Online Ordering admin site, the Call Center application, and the Call Center admin site.

If you don't already have access to the service desk portal, please use this link to sign up and request access:

<https://pizzahut.atlassian.net/servicedesk/customer/portal/3/user/signup>

**Note:** Please use your organization email (not personal email), if possible, to sign up and request access.



**Sign up**

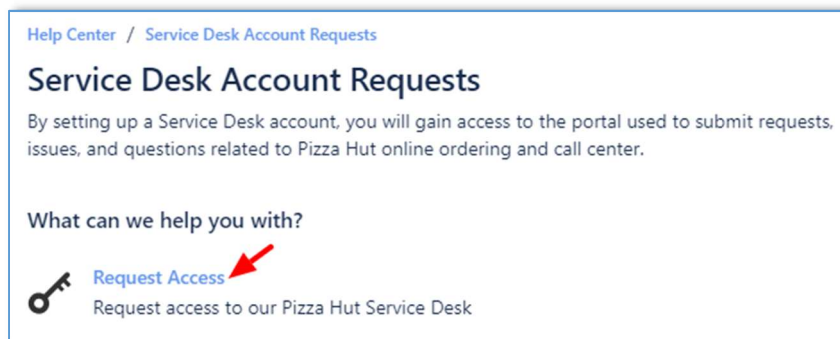
Sign up to view or comment on Service Desk Account Requests requests.

For security, we'll send a private sign up link.

**Send link**

You will receive an email to continue with the sign up process. Click on the link within the email to enter your password info.

After sign up, you will see the following request access page, please click on the Request Access link to fill out the access request form:





Help Center / Service Desk Account Requests

### Service Desk Account Requests

By setting up a Service Desk account, you will gain access to the portal used to submit requests, issues, and questions related to Pizza Hut online ordering and call center.

What can we help you with?

 **Request Access** 

Request access to our Pizza Hut Service Desk

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Request Form:

Email Address \*

Full Name \*

Phone Number \*

Secondary Phone #

Organization Name

Role

Reference \*

Please provide the name, phone number, and email address of the person who referred you to our site.

Send

Cancel

Once you send the request, our support team will review/approve your request. Once your request access is approved you will receive a response from a support team member.

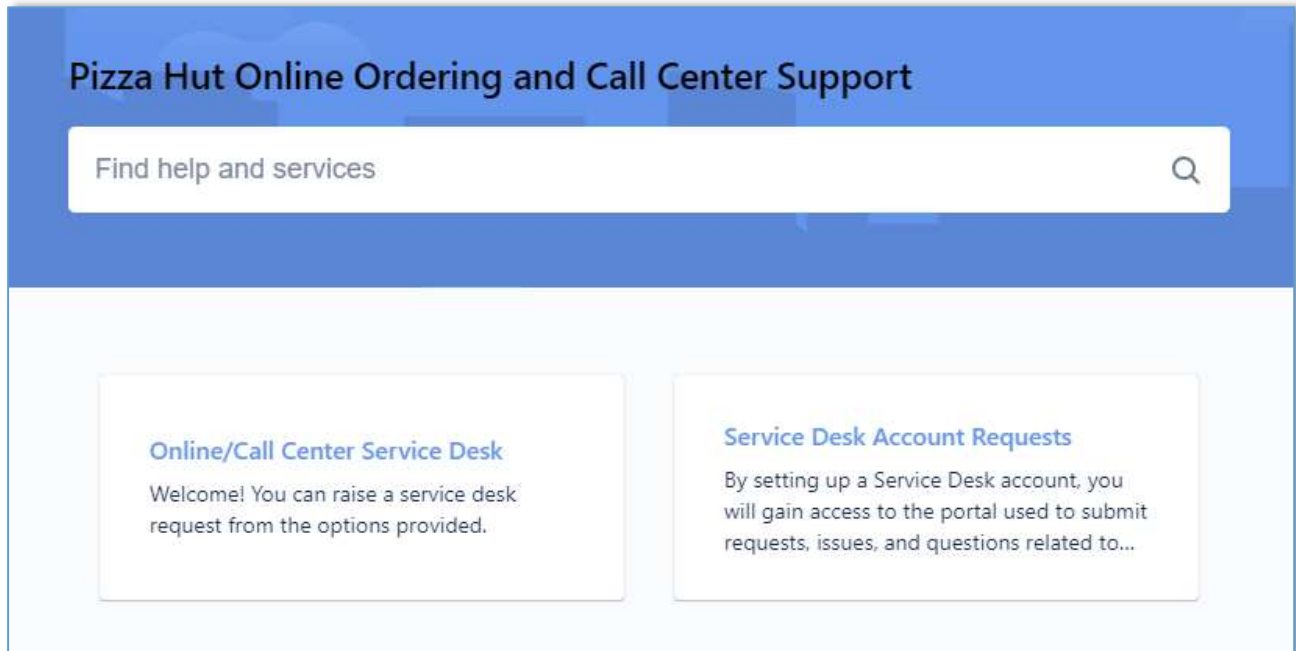
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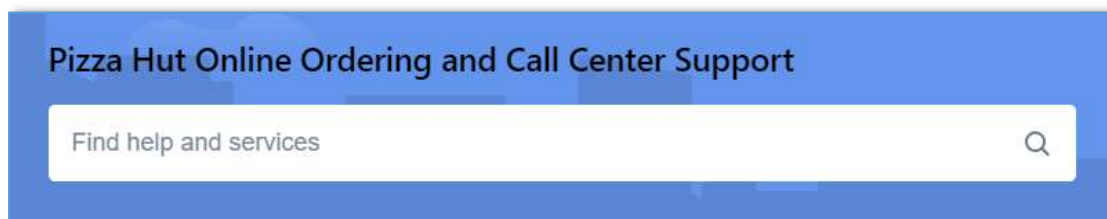
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Once you have access to the Online/Call Center Service Desk, you will see the following page after login:



You will see 3 options on the main page:

- **Search bar**



The search section will allow you to search through an archive of documentation that will be available to answer any questions you may have, without logging a request in the Pizza Hut Service Desk. If you cannot find documentation on a specific subject please log a General Inquiry request for it and we'll get it added for you.

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- **Online/Call Center Service Desk**

**Online/Call Center Service Desk**

Welcome! You can raise a service desk request from the options provided.

This is your portal to log requests for the following options:

- **Store Setup**

You can select this option for New Online Store Setup requests, or for Call Center Agency Setup/edits.

- **Menu Help**

Select this option to log any Menu questions or concerns you may have (i.e., online price discrepancies, missing menu items on call center, etc.).

- **Mapping Help**

Select this option to log any Mapping questions or concerns (i.e., address not mapping to store, DTA is wrong, etc.).

- **QO/OCC Admin Access Requests**

Select this option to request New Admin account access or Edits to Existing Accounts for the Online and Call Center admin sites.

- **General**

Select this option to log any Other Questions, or to report any Other Issues that do not fall in the categories above.

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**Store Setup**

Call Center Setup, New Store Setup - Online, Dialogue Card Request

**Menu Help**

NPC Menu Request/Issue, SUS Menu Request/Issue

**Mapping Help**

Mapping Issues, Mapping Request

**QO/OCC Admin Access Requests**

Admin Account Request

**General**

General Inquiry, Report an issue


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Once you select your option you will need to pick from the topics available within the option to narrow down your request:


## Store Setup


 **Call Center Setup**  
Request to set up/edit a store on Call Center

 **New Store Setup - Online**  
Request to set up a new store for Online Ordering


 **Dialogue Card Request**  
Setup/Edit dialogue card information for a store or group of stores


## Menu Help

 **NPC Menu Request/Issue**

 **SUS Menu Request/Issue**

## Mapping Help

 **Mapping Issues**  
Report mapping issues

 **Mapping Request**  
Log a mapping request

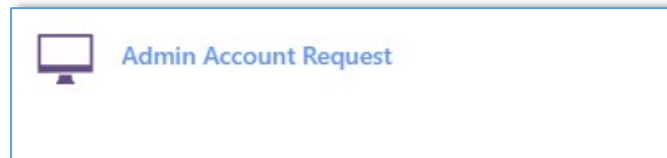
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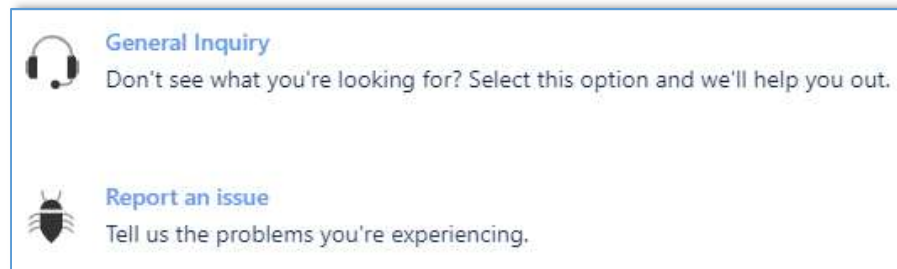
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## QO/OCC Admin Access Requests



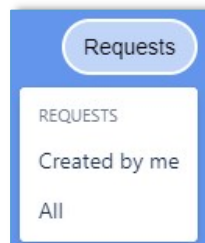
## General



Once you pick your topic you will need to fill out the request form. The forms will vary depending on the topic. Some information is required (asterisk) and other information is optional. Please fill out as much information as you can to help us research your request more efficiently.

Once you submit your request, our support team will be notified. Once the request is assigned to a support team member, you will receive an email notification letting you know we are working on your request. Once your request is completed you will receive a follow-up response. If your request requires further research or development work, our support team will follow up letting you know.

**Note:** *You will also be able to see your request/s' status within the service desk portal (click on Requests at the top right).*



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- **Service Desk Account Requests**

**Service Desk Account Requests**

By setting up a Service Desk account, you will gain access to the portal used to submit requests, issues, and questions related to...

You can use this option to request access for someone within your organization (using their org email), however, they will still need to sign up with their org email and set a password using this link:

<https://pizzahut.atlassian.net/servicedesk/customer/portal/3/user/signup>

Once they sign up with their email and setup a password they will have access to submit a service desk request.

If you have any questions or issues with the Pizza Hut Service Desk portal, please submit a General/Other Questions request through the portal and we will follow up with an answer/solution.

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