

Categorization	<p>Identify the Problem Reason categories that Support Center Agents will select to find the article. There are 5 levels of categories. Articles can be associated with levels 3, 4, or 5. Examples:</p> <ul style="list-style-type: none"> • HR > Exiting Employee > Voluntary Separation > Extend Last Day • HR > Current Employee > Benefits > <i>Specific Benefit</i> • IS > Hardware > Network Printer > New Printer Setup Request • IS > Software > <i>Name of Software</i> > <i>Known Error in Software Package</i> • IS > SAP > <i>SAP Transaction Code</i>
Brief Description* (40 Character Limit)	<p>Provide a brief summary or title. This will help contact center agents select the correct article to use. Must be 40 characters or fewer and clearly describe the article's usage. Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day</p> <ul style="list-style-type: none"> • Extending VSP Employee's Last Day
Problem*	<p>Provide an introduction to the article that explains the problem the article helps to resolve. Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day</p> <ul style="list-style-type: none"> • Use this article when an exit-ing employee needs to change their last day worked. These steps apply only to employees who are part of the 2015 Voluntary Separation program, as indicated on their employee information record. • Do NOT follow these instructions for employees affected by layoffs or involuntary separation.

Solution*	<p>(Provide all of the steps that the contact center agent needs to follow to resolve or escalate the issue. Ensure steps are in proper order. Use a numbered outline format with concise instructions for procedural steps. Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day Required Field)</p> <p>If request to change is made PRIOR to 5:00pm EST on the originally scheduled Last Day Worked, all system access will remain unchanged. See Section [A]</p> <p>If request to change is made AFTER 5:00pm EST on the originally scheduled Last Day Worked, all system access may be interrupted. See Section [B]</p> <p>Example: Original Last Day Worked is scheduled for October 1. Request to change Last Day Worked to October 15. If calling any time before 5PM on Oct 1, go to Section A If calling any time after 5 PM on Oct 1, go to Section B.</p> <p>[A.] If an exit-ing employee's updated last day worked is requested to be changed PRIOR to 5:00pm EST of the Original Last Day Worked, system access will not be interrupted.</p> <p>[B.] If an exit-ing employee's updated last day worked is requested to be changed AFTER 5:00pm EST of the Original Last Day Worked, system access may be interrupted. Proceed with the following instructions:</p> <ol style="list-style-type: none"> 1.) Verify whether the client's record is still active in HRP <ol style="list-style-type: none"> a.) Log into SAP HRP b.) Go to the ZSEARCH transaction and search for the client. c.) Ensure that the Status = Active and Action Records for separation are dated with the new exit date. 2.) Verify whether the client's account is disabled in Active Directory <ol style="list-style-type: none"> a.) If the account is disabled, enable the account and move the account back to the Internal OU. b.) See article 770000273 (Enabling Inactive Employee Accounts) for detailed instructions. 3.) Determine whether the client's account is disabled in LDAP. <ol style="list-style-type: none"> a.) If account is missing or inactive in LDAP, contact IS Security to reactivate. 4.) If the account has been enabled within 30 days of being disabled, and their email was in the cloud, they should see their full mailbox as it was prior to the account being disabled within 48 hrs. of being re-enabled. <p>If issue is not resolved, escalate to HR_VSP using Solution Categories HR > VSP > Escalations</p>
Key Words*	<p>(What additional search terms might the agents use when attempting to find this article? Include unique abbreviations, common misspellings, and internal terms that may not be included in the article. Do not include punctuation. Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day Required Field)</p> <ul style="list-style-type: none"> • VSP voluntary separation last day worked exiting extend retain HRP HRE early retirement
URLs	(Provide links relevant to this article or application)
Attachments	(Provide any relevant documents, spreadsheets, etc. to be attached to the article)
Responsible Group*	<p>(What group is responsible for this program/system? Do not enter department or team names –use CRM Resolver Group names. Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day Required Field)</p> <ul style="list-style-type: none"> • HP_VSP Resolver Group

Author(s)*	<p>(Who provided the material? If left blank, the author will be assigned as the person sending the document – Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day Required Field)</p> <ul style="list-style-type: none"> • Jennifer Wanner
Admin Notes	<p>(Provide any additional information for the Knowledge Admin such as "This only needs to be active during roll-out and can expire on x/x/14" This information will NOT be included in the final CRM knowledge article and is for administrative information only. Example provided is for HR > Exiting Employee > Voluntary Separation > Extend Last Day)</p> <ul style="list-style-type: none"> • VSP program runs from February through November 2015. Deactivate this article after January 2016.
If <u>new</u> resolver group(s) needed, fill out this section:	<ul style="list-style-type: none"> • <u>Desired Resolver Group Name:</u> (This will be the name of the group. It can be pretty much anything you'd like it to be, but it cannot be a duplicate of an existing resolver group name. If different people will be in the groups based on location, like Client Support, indicate which locations need to be set up.) • <u>Resolver Group Manager:</u> (Responsible for setting up and maintaining group members, shifts, group schedule, AND responsible for responding to surveys. This should be an IS manager.) • <u>Resolver Group Director:</u> (This is who the tickets roll up to for the 8:15 daily reports and the monthly reports. This MUST be an IS director.)
<p>When complete, please send to the IS Knowledge Admins: Jen Wanner. She will advise when the article is available for agent use in CRM</p>	