

Ticket #1 – “Employee not receiving Workday notifications”

- **Issue:** Employee claims they're not getting emails from Workday.
 - **Diagnosis:** Email field in Workday is blank.
 - **Resolution:** Locate and fill in email using company naming convention. Confirm they can log in and receive notifications.
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Ticket #2 – “Employee not showing in the right department”

- **Issue:** A department head can't view a direct report in their Workday team org.
 - **Diagnosis:** Department name is misspelled (“Finanec”) in the employee’s profile.
 - **Resolution:** Update department field to “Finance” using correction request workflow.
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Ticket #3 – “Two employees showing with same ID”

- **Issue:** HR reports conflicting records when updating Daniel Lewis.
 - **Diagnosis:** Daniel Lewis shares an ID with another employee.
 - **Resolution:** Reassign a new unique ID and verify Daniel’s details with HR before saving changes.
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Ticket #4 – “Manager can't submit termination”

- **Issue:** A manager reports they cannot submit a termination request for their employee.
- **Diagnosis:** The manager is missing the required Workday security role to initiate the business process.
- **Resolution:** Verify their role assignment. If needed, escalate to security admin to grant correct access and reassign the task.

Ticket #5 – “Employee profile missing job title”

- **Issue:** HR notices an employee’s job title is blank in Workday, which is preventing accurate reporting.
- **Diagnosis:** Job title field was skipped during a manual job change process.
- **Resolution:** Review the employee’s job history. Initiate a correction or update the job profile field directly with approval from HR.

| Ticket # | Issue | Diagnosis | Resolution |
|-----------------|---|------------------------------------|--|
| 1 | Email notifications not received | Missing email in profile | Add correct email using naming convention |
| 2 | Wrong department | Misspelled department name | Fix to “Finance” |
| 3 | Duplicate Employee ID | Two employees share same ID | Assign new unique ID |
| 4 | Manager can't submit termination | Missing security role | Escalate to add role |
| 5 | Job title missing | Field skipped in job change | Update job title with HR approval |

