

Ticket #1

- **Problem:** Employee cannot submit annual leave request in the HR portal.
- **Cause:** Required “Supervisor Comments” field was left blank.
- **Solution:** Update the form to include the missing comments and resubmit the request.

Ticket #2

- **Problem:** Timesheet adjustments are not appearing for payroll processing.
- **Cause:** Adjustment workflow stuck in “Manager Approval” due to an email notification failure.
- **Solution:** Manually approve the pending adjustment in the admin dashboard and fix the SMTP settings.

Ticket #3

- **Problem:** User’s account locked after repeated failed log-in attempts.
- **Cause:** Automated security policy triggered by incorrect password entries.
- **Solution:** Reset the user’s password, unlock the account, and remind them of the password policy.

Ticket #4

- **Problem:** VPN connection drops intermittently when working remotely.
- **Cause:** ISP router firmware incompatible with Electric Inc.’s VPN protocol.
- **Solution:** Guide the user through updating their router firmware or switch to the backup SSL-VPN endpoint.

Ticket #5

- **Problem:** Confidential policy document accidentally shared with an external guest user.
- **Cause:** File was mis-classified as “Internal” instead of “Confidential.”
- **Solution:** Revoke the guest’s access, re-classify the document, and retrain the author on data classification.

Ticket #6

- **Problem:** New hire cannot access the benefits enrollment page.
- **Cause:** Onboarding role provisioning in HRIS did not complete successfully.
- **Solution:** Trigger the provisioning job for the “Benefits” role and confirm access.

Ticket #7

- **Problem:** Mobile app won’t send multi-factor authentication (MFA) codes.
- **Cause:** Third-party SMS gateway outage.
- **Solution:** Switch MFA provider to the backup email-based flow and notify users of the change.

Ticket #8

- **Problem:** Holiday calendar shows incorrect public-holiday dates for the UK office.
- **Cause:** Outdated holiday schedule file in the central database.
- **Solution:** Update the calendar dataset with the latest statutory dates and clear application cache.

Ticket #9

- **Problem:** Sensitive customer data exported inadvertently via personal email.
- **Cause:** User bypassed the secure file-share process.
- **Solution:** Remind the user of the secure-sharing policy, recall the email if possible, and disable personal mail forwarding.

Ticket #10

- **Problem:** Employee's emergency contact details won't save in the HR portal.
- **Cause:** Database schema change left "contact_relation" column non-nullable without default.
- **Solution:** Roll back the schema change, apply a migration to allow NULL or set a default, then re-enter the data.