Enterprise RAG Knowledgebase — Clean Scenario & Resolution Edition

HR Policy & Leave Management

Scenario: Employee requests emergency leave but manager is unavailable. (Case 1)
Resolution: HR Business Partner reviews the urgency and approves the leave under emergency exception.

Scenario: Employee applies for medical leave without a certificate. (Case 2)
Resolution: HR allows 1-day self-certification; longer leave requires valid medical documentation.

Scenario: Employee requests emergency leave but manager is unavailable. (Case 3)
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Employee Onboarding

Scenario: A new hire joins without completing documentation. (Case 1)
Resolution: HR grants conditional onboarding with restricted access until paperwork is completed.

Scenario: Laptop not available for a new hire on DOJ. (Case 2)
Resolution: Assign temporary workstation; procurement initiates urgent device allocation.

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IT Support Troubleshooting

Scenario: VPN disconnects during peak business hours. (Case 1)
Resolution: IT reroutes traffic to secondary gateway and adjusts load balancer thresholds.

Scenario: Laptop shows repeated overheating alerts. (Case 2)
Resolution: Device is isolated, diagnostics are run, and replaced if temperature crosses safety limits.

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Finance & Reimbursement

Scenario: Employee submits reimbursement without invoice. (Case 1)
Resolution: Finance marks claim incomplete and requests valid proof before processing.

Scenario: Two reimbursement claims appear identical. (Case 2)
Resolution: System flags potential duplication and sends case to finance auditor.

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ERP Workflow

Scenario: Purchase order exceeds department budget. (Case 1)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 2)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 3)
Resolution: ERP triggers escalated approval to Finance Controller.

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Scenario: Purchase order exceeds department budget. (Case 27)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 28)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 29)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 30)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 31)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 32)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 33)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 34)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 35)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 36)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 37)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 38)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 39)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 40)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 41)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 42)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 43)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 44)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 45)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 46)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 47)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 48)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.

Scenario: Purchase order exceeds department budget. (Case 49)
Resolution: ERP triggers escalated approval to Finance Controller.

Scenario: Vendor bank verification fails. (Case 50)
Resolution: Vendor is placed on hold until correct bank details are resubmitted.