

# Peoplesoft Queue Routing

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Document Name

Peoplesoft Queue Routing

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Document Purpose

Purpose: To assist the Help Desk Team with the routing of Peoplesoft related SNOW incidents.

Overview

The Help Desk should follow this process to troubleshoot any Peoplesoft incident:

Any call containing the keyword "PEOPLESOFT", and not related to LMS:

NO TICKETS SHOULD BE PUT INTO THIS QUEUE: DTI-ADEX-ENT PEOPLESOFT - L2

NOTE: Tickets with the following issues can continue to be put into this queue: DTI-EACOE-PS-L2:

- Locked PeopleSoft HRMS accounts
- PeopleSoft BO Reports errors but not access requests (which require eAccess ticket),
- PeopleSoft HRSM outages

Required Information

1. Caller name
2. Contact number
3. E-Mail address
4. Issue
5. Reason for request

Other Information

Ask the following question: Is this Learning (LMS) or HR/Payroll related?

## Process

If HR/Payroll, please advise User to contact:

1. Their local payroll coordinator/supervisor at 1-888-FMC-PAY1 (1-888-362-7291), then follow the prompts for further assistance
2. The ESC (Employee Service Center @ 1-855-362-6247 – option 1) or
3. FMC4ME Ask HR.

If Learning (LMS), please refer to the LMS KB documents/scripts provided by the LMS Team and assign to one of the three LMS queues accordingly.