Employee service center related queries

Article ID: KB0017744
Created: 2023-08-24 12:54:20
Updated: 2023-08-24 12:55:08
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/75fea801db677c18c65b6e03ca961934', 'value': '75fea801db677c18c65b6e03ca961934'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/5f1816f8db31b45010acd855ca96196f', 'value': '5f1816f8db31b45010acd855ca96196f'}

Document Name

Contact Assistance Request Task

Author(s)

Date Published

Document Purpose

Employee service center related queries - 12989

Overview

employee service center related queries

1. Please note employee service center (ESC) only deals with employees.

2. Issues that they usually deal with for fresenius employees or listed below

3. Benefits related issues (other than technical issues).

4. HR related issues.

5. Pay related issue.

6. Leave of Absence (LOA) related issues for employees.

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.

2. Contact Number – Phone number of person you are trying to reach.

3. E-Mail Address – E-Mail address of person you are trying to reach.

4. EMP ID – EMP id of person you are trying to reach.

5. Issue – Short description of Issue the Caller is experiencing.

6. Reason for request – Short description of why you are attempting to reach the caller and what information you require from the caller.

Other Information

NA

Process

employee service center related queries

7. Please note employee service center (ESC) only deals with employees.

8. Issues that they usually deal with for fresenius employees or listed below

9. Benefits related issues (other than technical issues)

10. HR related issues.

11. Pay related issue.

12. Leave of Absence (LOA) related issues for employees.